DOCUMENT RESUME

ED 198 331 CE 028 020

TITLE	Exploring Careers. Service Occupations.
INSTITUTION	Bureau of Labor Statistics (DOL), Washington, D.C.
REPORT NO	BLS-Bull-2001-4
PUB DATE	79
NOTE	59p.: Photographs will not reproduce well. For related documents see CE 028 017-031.
AVAILABLE FROM	Superintendent of Documents, U.S. Government Printing Office, Washington, DC 20402.
EDRS PRICE	MF01/PC03 Plus Postage.
DESCRIPTORS	Career Awareness: Career Choice: *Career Exploration: Educational Needs: Education Work Relationship: Employment Qualifications: Junior High Schools: Learning Activities: *Occupational Information: Resource Materials: Self Evaluation (Individuals): *Service Occupations: Work Attitudes

ABSTRACT

"Exploring Careers" is a career education resource program, published in fifteen separate booklets, for junior high school-age students. It provides information about the world of work and offers its readers a way of learning about themselves and relating that information to career choices. The publications aim to build career awareness by means of occupational narratives, evaluative questions, activities, and career games grouped in fourteen occupational clusters. This fourth of the fifteen booklets, "Service Occupations," presents an overview of jobs in the service sector, such as food occupations, cleaning occupations, mail delivery, and protection. Narrative accounts focus on a chef, a building service worker, a hotel clerk, and a police officer, explaining what they do and how they prepared for their careers. Exploring sections relate the skills needed for these occupations to students' personal characteristics, and learning activities such as volunteer work and visiting a hotel are suggested. A Job Facts section explains nature and places of work, training and qualifications, and other information for twenty-six service occupations, grouped in occupational clusters of cleaning, food service, hotel, personal service, private household, protective service, and other service occupations. ("Exploring Careers" is also available in a single volume of fifteen chapters.) (KC)

****
* Reproductions supplied by EDRS are the best that can be made *
* from the original document. *
****

Exploring Careers

Service Occupations

U.S. Department of Labor
Ray Marshall, Secretary

Bureau of Labor Statistics
Janet L. Norwood, Commissioner
1979

Bulletin 2001-4

ED198331

CE 028 020

U.S. DEPARTMENT OF HEALTH, EDUCATION & WELFARE
NATIONAL INSTITUTE OF EDUCATION

THIS DOCUMENT HAS BEEN REPRODUCED EXACTLY AS RECEIVED FROM THE PERSON OR ORGANIZATION ORIGINATING IT. POINTS OF VIEW OR OPINIONS STATED DO NOT NECESSARILY REPRESENT OFFICIAL NATIONAL INSTITUTE OF EDUCATION POSITION OR POLICY

For sale by the Superintendent of Documents, U.S. Government Printing Office
Washington, D.C. 20402

Exploring Careers is available either as a single volume of 15 chapters or as separate chapters, as follows:

The World of Work and You
Industrial Production Occupations
Office Occupations
Service Occupations
Education Occupations
Sales Occupations
Construction Occupations
Transportation Occupations
Scientific and Technical Occupations
Mechanics and Repairers
Health Occupations
Social Scientists
Social Service Occupations
Performing Arts, Design, and Communications Occupations
Agriculture, Forestry, and Fishery Occupations

Photograph Credits

Photography for *Exploring Careers* was directed by Max L. Carey of the Bureau of Labor Statistics, Division of Occupational Outlook. Members of the Division's staff who assisted with obtaining and editing photographs were Anne Kahl, Kathy Wilson, Chester Curtis Levine, and Gloria D. Blue. Contributing photographers were Al Whitley of Whitley Associates, and Harrison E. Allen, Robert Donaldson, and Fleming P. Rose of the U.S. Department of Labor, Division of Graphic Services. The Bureau gratefully acknowledges the cooperation of the many government and private sources that either contributed photographs or made their facilities available to photographers. Depiction of company or trade names in no way constitutes endorsement by the Department of Labor. Some photographs may not be free of every possible safety or health hazard.

Government Sources

Federal. Armed Forces Radiobiology Institute; Board of Governors of the Federal Reserve System; Bureau of Prisons; Department of Agriculture; Department of Health, Education, and Welfare; Department of the Interior; Federal Aviation Administration; Government Printing Office; National Aeronautics and Space Administration; National Institute of Mental Health; National Park Service; Smithsonian Institution; Tennessee Valley Authority; and U.S. Postal Service.

State and local. City of San Antonio; City of San Diego; District of Columbia—Department of Human Resources, Police Department; Fairfax County (Va.)—Public Schools, Public Libraries; Maryland National Capital Park and Planning Commission; Montgomery County Public Schools (Md.); University of Texas Health Science Center at San Antonio; and Washington Metropolitan Area Transit Authority.

Private Sources

Individuals. Robert Devlin; Robert Miller; The Honorable Eligio de la Garza; The Honorable Henry B. Gonzalez; The Honorable Daniel K. Inouye; and David Weitzer.

Membership groups. Air Transportation Association of America; American Iron and Steel Institute; American Petroleum Institute; Associated General Contractors of America; Association of American Railroads; Chamber of Commerce of the U.S.A.; International Association of Machinists and Aerospace Workers; Motor Vehicle Manufacturers Association of the U.S., Inc.; National Education Association; and United Brotherhood of Carpenters and Joiners of America.

Industry and business. Allen-Mitchell and Co.; American Telephone and Telegraph Co.; Arlington Hobby Crafters; Babcock and Wilcox Co.; Badger America Inc.; The Big Cheese; Blake Construction Co.; Bob Peck Chevrolet; Carl T. Jones Associates; Chase Manhattan Bank; Chessie System; Cycles Inc.; Del Mercado Shell Service Center; Everhart Jewelers; General Truck Sales; The Hecht Co.; Hyatt Regency of Washington; Heritage Exxon Servicenter; International Business Machines Corp.; Mayflower Hotel; Merrill Lynch Pierce Fenner and Smith Inc.; Navy Marshall and Gordon; Nike of Georgetown; Riggs National Bank; Southeast Auto Supply; State Farm Insurance Companies; Texaco Inc.; WGMS Broadcasting Co.; Westinghouse Electric Corp.; and Westvaco Corp.

Publications. Arlington News; Co-ed Magazine; Law Enforcement Communications; The New Prince George's Post, and *The Washington Post.*

Other. Alexandria Archaeology Research Center (Va.); American National Red Cross; Catholic Charities of the Archdiocese of Washington; Folger Shakespeare Library; Forsyth County Heart Association (N.C.); George Washington University Hospital; Model Cities Senior Center (D.C.); St. Columba's Episcopal Church (D.C.); St. Thomas Apostle Catholic Church (D.C.); United Way of America; Visiting Nurse Association of Washington, D.C.; and Washington Hospital Center (D.C.).

Preface

Exploring Careers is a career education resource for youngsters of junior high school age. It provides the kind of information about the world of work that young people need to prepare for a well-informed career choice. At the same time, it offers readers a way of learning more about themselves. The publication aims to build career awareness by means of occupational narratives, evaluative questions, activities, and career games presented in 14 occupational clusters. *Exploring Careers* emphasizes what people do on the job and how they feel about it and stresses the importance of "knowing yourself" when considering a career. It is designed for use in middle school/junior high classrooms, career resource centers, and youth programs run by community, religious, and business organizations.

This is 1 of 15 chapters. A list of all the chapter titles appears inside the front cover.

Exploring Careers was prepared in the Bureau's Division of Occupational Outlook under the supervision of Russell B. Flanders and Neal H. Rosenthal. Max L. Carey provided general direction. Anne Kahl supervised the planning and preparation of the publication. Members of the Division's staff who contributed sections were Lisa S. Dillich, David B. Herst, H. Philip Howard, Chester Curtis Levine, Thomas Nardone, Debra E. Rothstein, and Kathy Wilson. Gloria D. Blue, Brenda Marshall, and Beverly A. Williams assisted.

The Bureau gratefully acknowledges the cooperation of all the workers who agreed to be interviewed and photographed, the teachers and students who field tested a sample chapter, and all who shared their ideas with BLS. Many people in the counseling community offered encouragement and support. Special thanks for her generous assistance go to Cathy Cockrill, Career Education Curriculum Specialist, Fairfax County Public Schools, Fairfax, Virginia.

Although they are based on interviews with actual workers, the occupational narratives are largely fictitious.

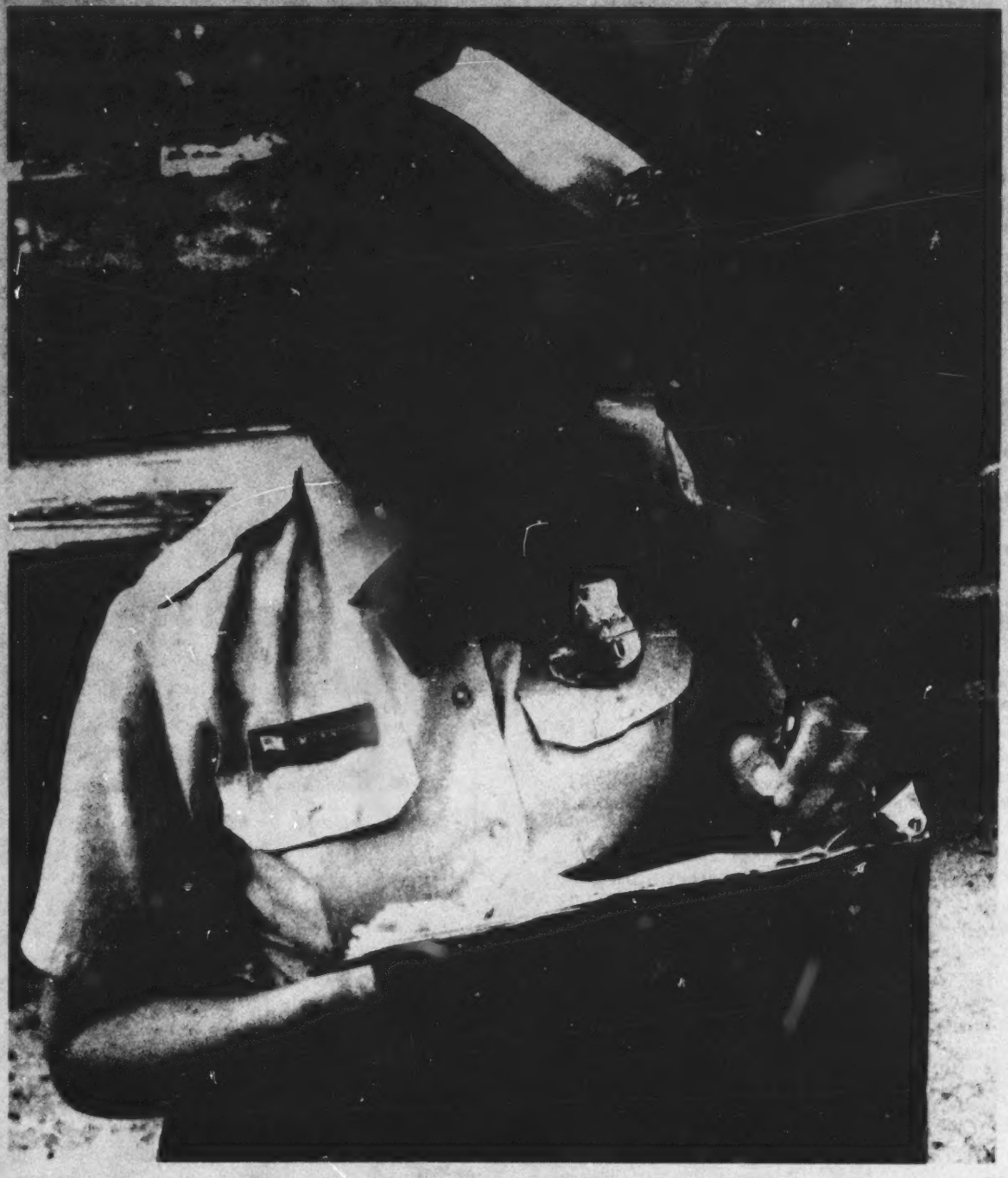
Material in this publication other than photographs is in the public domain and may be reproduced without the permission of the Federal Government. Please credit the Bureau of Labor Statistics and cite *Exploring Careers,* Bulletin 2001.

Contents

	Page
Service occupations	1
Chef	13
Building service worker	20
Hotel clerk	25
Police officer	31
Job facts	37

Exploring Careers

Service Occupations



Police officers must be able to give an accurate, detailed account of an event.

The late bell was ringing as Laura Meehan rushed into the classroom. Most of the students were already inside, chatting noisily with one another. At the sound of the bell, they quieted down and took their places.

"That was lucky," thought Laura. "I just made the bell." Laura was never *really* late, but she never arrived early, either. She always managed to slip in at the last minute. Even today, when she had an oral report to give.

Ms. Nazarian was getting things underway. "Good afternoon, class," the teacher said quietly. "Today we are going to begin the final phase of our unit on the history of occupations. For the last 6 weeks, you all have been working in small groups collecting facts about jobs that interest you. We will start the reports with a presentation by the committee chaired by Laura Meehan. They will tell us about the service occupations."

Five students came forward and seated themselves at a rectangular table facing the class. With her note cards in hand, Laura began.

"Six weeks ago, when this project was assigned, our group got together and decided that the first thing we had to do was agree on the topic we were going to study. Choosing a topic turned out to be harder than any of us expected and we were pretty confused for a while.

"We didn't have any trouble at first. Someone suggested researching circus occupations and we liked that idea. We thought it would be fun to find out about clowns, animal trainers, trapeze artists, and all the others. Then, as we talked, Craig started telling us about the job he had just started that week at Beefy's Inn. He's a short order cook there and most of the time he cooks hamburgers and steaks on the grill.

"Well, that started a discussion of the jobs that all of us have had at one time or another," Laura continued. "Joel Girdie, for example, has had a newspaper route for years. He puts in at least an hour every single day—more if it's raining and he has to bag the papers, and on days when he has to put in advertising supplements, comics, and other inserts. It's not always convenient to be up delivering papers at 5 a.m. But after several years, Joel has developed a routine. And he makes about $100 a month at it.

"Renee Harris is an assistant at a day camp. She's in charge of the younger children. She sees to it that they get their milk and crackers on time and that they take their naps. Of course, they're awake and raring to go most of the time and Renee directs them in games and activities. She really has her hands full.

"As for myself, I'm a lifeguard at the YWCA pool. I love being around water—I guess most of you know how much swimming I do—but being a lifeguard takes more than a love of the water. It takes a sense of responsibility and good judgment. You have to know when to stop youngsters from horsing around in the pool, for one thing. That takes firmness, but a sense of humor certainly helps! Giving water safety lessons is one of the things I like best about my job at the Y. When I teach other people the basics of swimming and water safety, I feel as though I'm passing on a skill that adds a lot to my own life.

Working in a restaurant kitchen is one way of finding out whether this field appeals to you.

"Because it was a logical starting point, our committee decided to take a closer look at the kinds of jobs we were already familiar with—those we had been working at ourselves. And that's when things started to get complicated. First of all, we learned that three of the jobs I've mentioned—short order cook, child care aide, and life-

Being a mail carrier may appeal to people who enjoy working outdoors.

guard—are service occupations. In these jobs, we are concerned with the care, comfort, well-being, or safety of others. The common thread is that we are performing a service for other people.

"But we were surprised to learn that newspaper carrier is not considered a service occupation. Joel complained and said the rest of us were wrong. After all, he said, he does something for people: He brings them the paper so they won't have to go out and buy it at the store. And he has to please his customers. Why, he wanted to know, wasn't *his* job a service occupation, too? Well, we ended up in an argument as to just what a service occupation really is, but fortunately Ms. Nazarian was able to straighten us out. She explained to us that Joel's job is a sales occupation. She went on to say that we had hit upon a very important point: Personal traits and job duties in the different occupational clusters *do* overlap. Dealing with people is an essential part of the job not just for service workers, but for sales workers as well. That's why it's important for workers in both clusters to be outgoing and good at getting along with people.

"Well, by that time, we had gotten so wrapped up in the issue that we decided to drop the circus occupations and concentrate on service occupations instead. And now we'll share the results of our research. Craig will present our committee's first report."

Food and Lodging Occupations

Somewhat nervous about giving his report, Craig cleared his throat and began. "Having recently been hired at Beefy's Inn, I naturally chose to do my research on the food and lodging occupations."

After a bit of friendly laughter from his classmates, Craig was reassured and continued.

"The need for temporary lodging has been with us since ancient times, ever since people traveled more than a day's journey from home. At first, travelers were well received and cared for by strangers. If a traveler happened to knock on your door, you were honored to invite the person in to spend the night. Often these evenings were spent swapping yarns, or tales of adventure.

"However, by the Middle Ages, so many people were traveling that something more was needed. Inns were established where paying guests could find a bed to sleep in and food to eat. And, importantly, these were places where you could feed and water your horse. In those days, you didn't expect to have a room to yourself. There might be two or three rooms altogether, each with several beds. If there were lots of travelers, you might find yourself sharing not only your room but your bed! If any of you have visited restored communities like Colonial Williamsburg, in Virginia, you've seen the sort of lodgings that were available to travelers in this country in the past.

"Things have changed a lot since then," continued Craig. "The lodging industry has grown tremendously. What was once a small number of local inns has become a network of hotels and motels. And the number of people it takes to run them has grown as well.

"These days, when guests enter a hotel or motel, they are greeted by the *desk clerk*. Desk clerks register guests, assign rooms, and hand out keys. *Bellhops* carry the guests' luggage and escort them to their rooms. They may run errands and answer questions for the guests. Hotels and motels need a large housekeeping staff to keep rooms and lobbies neat and clean. *Cleaning workers* make beds and provide fresh linens and towels; *linen room attendants* and *laundry room workers* mark and inspect the linens and operate the washing and pressing machines in the laundry. Keeping track of all these workers, and of the supplies needed to keep the hotel clean and attractive, is the job of the *executive housekeeper*. In every hotel, someone must make sure that everything is running smoothly and that the guests are satisfied. *Hotel managers and assistants* are in charge of every aspect of a hotel's operation. They oversee room reservations, banquet arrangements, safeguarding of guests' property, hiring and training of staff—anything at all connected with the way the hotel runs. But they

pay particular attention to the business end of the operation, for it is up to them to be sure that the hotel is run efficiently and profitably. They depend on the *business staff* to help them handle the bookkeeping and accounting.

"And, of course, just about every hotel and motel has a *dining room and kitchen staff*. Food service workers have jobs in many places besides hotels. They prepare food wherever it is served away from home. They work in restaurants; in cafeterias; in schools and colleges; in hospitals and nursing homes; in prisons; in private clubs; at camps and resorts. They work at the food stands at sports events and county fairs. They even work for the catering firms that prepare the dinners we eat on airplanes and the sandwiches we get from vending machines. Food service workers make up one of the largest and fastest growing occupational groups in the country.

"Let's take a look at some of the occupations in this field," continued Craig. "We can start with my job. As Laura explained, I'm a short order cook. In my job, I cook the same sort of thing all the time—hamburgers and steaks, mostly. It didn't take very long to learn how to work with the grill correctly. What *is* important in a job like mine is the ability to work quickly under pressure. No matter what kind of food service operation you have in mind—from a gourmet restaurant to a school cafeteria—preparing the food correctly is the key to keeping customers happy. And that takes skill on the part of the *cooks and chefs*. The dishes that come from the kitchen reflect their creativity and skill, and often are the basis for a restaurant's reputation.

"But other things are important too. Atmosphere is one. Service is another. Those of you who are working as *waiters* and *waitresses* know how important good service is. You take customers' orders, serve their food, and give them personal attention to help them enjoy their meal. A pleasant manner is very important in this job. A good waiter or waitress can make all the difference between a delightful experience in a restaurant and an uncomfortable one.

"You'll find other food service workers in particular kinds of eating establishments. *Food counter workers* take food orders and collect payments in fast food restaurants and cafeterias. *Bartenders* mix drinks in bars, cocktail lounges, and restaurants that serve alcoholic beverages."

Craig paused, then asked for questions. Katie Maggs spoke up. "What's the difference between a cook and a chef?"

"The distinction isn't always clear cut," replied Craig. "Chefs usually are highly experienced cooks, but in fact a restaurant can give the title of chef to anyone at all.

"Still," he went on, "the way it usually works is this.

Waiters and waitresses often make more money in tips than in salary.

The chef is the person who's in charge of the kitchen. He or she may not even do much cooking. The chef's job is to see to it that everyone else in the kitchen does things properly.

"You see, the work of a restaurant cook depends very much on the size of the restaurant. In a small restaurant, as in your own home, one person usually handles every part of the job. However, in a large restaurant, there usually are several cooks. A saute cook might take care of all the food requiring quick-frying. A fry cook might make the deep-fried foods like French fries and fried chicken. There might be other cooks as well: A broiler cook, a soup cook, a sauce cook, and a pastry chef. Now, in a kitchen as large as that, the person in charge would be a chef. Chefs have the skill and experience to oversee the operations of an entire kitchen. Their jobs often are administrative, while the cooks are the people who prepare the food we eat."

Craig looked around for more questions from the class. Greg Morisse raised his hand. "I'd like to know

Many waiters and waitresses are students who work part-time.

what kinds of kitchen jobs there are in a fast-food restaurant."

"Well," began Craig, "you have to remember that the kind of cooking done in these kitchens is far from the traditional image of a cook preparing an elaborate meal from scratch. Fast-food kitchens are geared toward efficiency and speed. Kitchen jobs are clearly designated. In a typical fast-food kitchen, you might see grill cooks fixing already-prepared meat patties; a bun cook toasting the buns; fry cooks handling French fries and fried chicken or fried fish; and "dressers" adding condiments such as lettuce, pickles, or dressing."

"Thanks, Craig," said Laura. "Now we'll hear from Alan."

Personal Service Occupations

"Personal service workers do things for individual customers," began Alan Oberstein. "And personal services are just that. Personal. They can include just about anything—shining customers' shoes, shampooing their hair, giving them a massage or a beauty treatment, helping them use exercise equipment in a health studio or gym, checking their coats at a theater, bringing them an umbrella at the beach. For all of these workers, pleasing the customer is an important part of the job."

He added, "Being a lawn care worker myself, I know how important a satisfied customer is. Mowing lawns is a real business for me during the summer, when the grass grows so fast. I handle four or five lawns on a regular basis. So I know that a satisfied customer is a steady customer!

"Throughout history," he continued, "people have paid attention to their appearance. They've used cosmetics and perfumes and cared about the way their hair looked since ancient times. Likenesses of barbers' razors have been found dating all the way back to the Bronze Age. And Egyptian women of 8,000 years ago, especially those of wealth and nobility, took great pains with their hair.

"In early times, *barbers* were known as barber-sur-

geons. As the name suggests, they performed surgery as well as barbering services. A barber-surgeon might have pulled your tooth, treated you for indigestion, cut your hair, or trimmed your beard. It was not until the late 1700's, a period of advances in medical science, that the two trades began to separate. Today, the red and white striped pole we see in front of a barber shop is a reminder of the barber-surgeon. The red symbolizes the patient's blood and the white stands for the bandages that were used.

"The portraits of our founding fathers that we've all seen countless times show us how popular wigs were during the colonial period in America. Both men and women wore high-fashion powdered wigs. There were wigmakers in those days, but beauty salons as we know them didn't exist. Until the early 1900's, beauty services were almost always provided to customers in their own homes. And the "unisex" salon is an even more recent development, having come into its own in the 1970's.

"There are certain specialties in the field that you might want to know about. *Cosmetologists* shampoo, cut, style, and color hair. Also known as beauticians or beauty operators, they may straighten hair or make it curly, depending on the customer's wishes; give scalp treatments; and shape or color eyebrows and eyelashes. *Hair stylists* specialize in arranging and shaping customers' hair according to the latest fashion. *Wig dressers* do the same sort of thing for wigs and hair pieces. *Manicurists* clean, shape, and polish customers' fingernails and toenails. *Makeup artists* apply cosmetics and makeup materials such as wigs, beards, rouge, powder, and grease paint. They generally work with actors and actresses who are appearing on stage or in film or televison productions. *Electrologists* remove unwanted hair from their customers' skin using a method called electrolysis that involves a needle and the use of electricity.

"There's one more occupation concerned with personal appearance that I'd like to mention," continued Alan. "But first let me see if anyone can guess what it is. I'll give you a hint," he said. "There's a close association between this occupation and seafaring occupations."

The class looked at him blankly.

"Okay," he went on. "This personal service worker

Barber school training usually takes 9 to 12 months.

uses a needle but doesn't sew . . . "

"*Tattoo artist!*" interrupted Catherine Suter excitedly.

"Right," Alan replied. "Now I'm going to finish up with a few words about a special occupation. *Funeral directors* help make arrangements for burial. Few occupations call for the compassion and tact required of these workers, who deal with others in their time of deepest sorrow."

Alan put his notes down on the table. The class was suddenly subdued, and there were no questions. Laura's own report was next.

Private Household Occupations

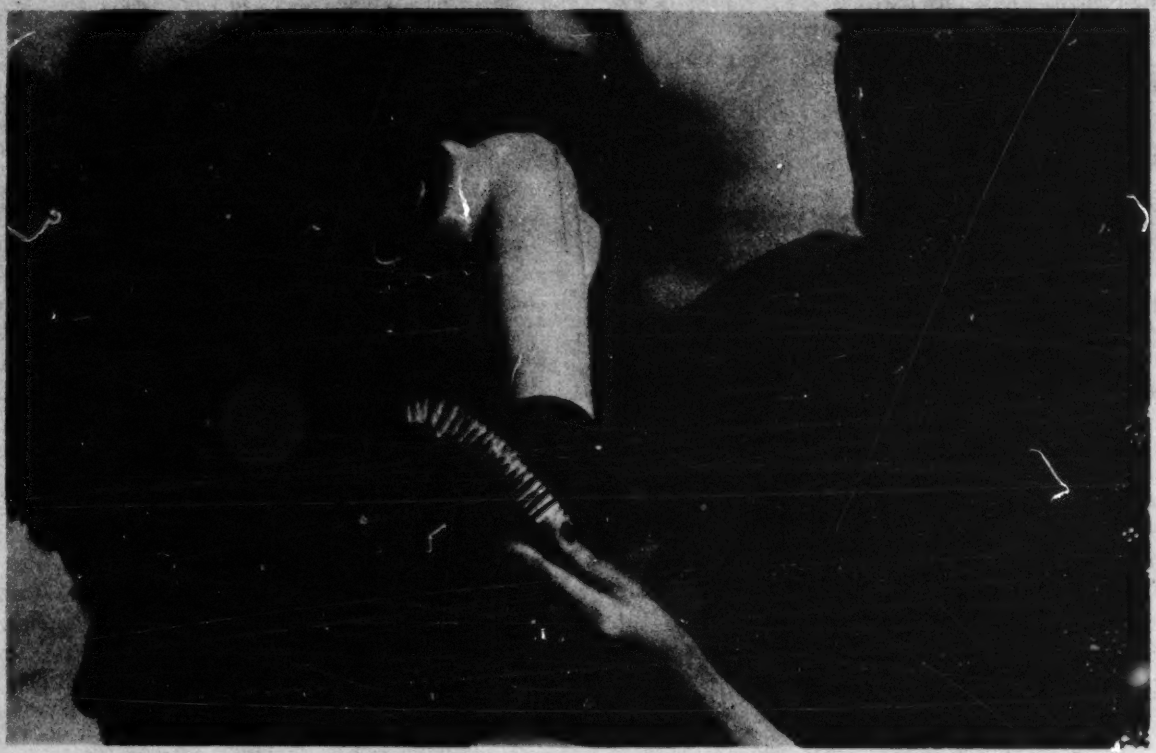
"More people than you might think work in private households," Laura began. "They clean and maintain the house and yard, help care for children, and cook and serve meals. In fact, many of you have been private household workers yourselves—for a few hours, anyway. *Babysitting* is one of the many occupations in this category. And nearly all of us have done babysitting at one time or another!

"The occupation of household worker was more prominent in ancient times than it is today. For many centuries, the size of a family's household staff was a measure of its wealth and position in society. This is not the case today. Changes in our values and in our way of life have caused us to cut down on the use of servants and household help. Then, too, laborsaving machinery of all kinds is available today. Just think of all the household and garden appliances we have today: Power mowers, electric hedge clippers, vacuum cleaners, washing machines, dishwashers, food processors, microwave ovens. Machines like these make us less dependent on the manual labor provided in the past by a large staff of servants."

"Don't forget electric ice cream makers," exclaimed Jason Reynolds.

"You're right," agreed Laura.

"But still," she continued, "many families need help with chores or child care. Or they may need help caring for an elderly relative. Nearly 1 million people have jobs in private households in America. Most are *day workers* who clean. They usually make the beds, dust, vacuum,



Hair stylists need a sense of artistry.

wash windows, and wax floors. They may also do the laundry and ironing, help with the cooking, and care for children. Some families hire full-time *child care workers* to help with the youngsters—to supervise their activities, prepare their meals, and bathe them and get them ready for bed.

"Arrangements vary, of course. Sometimes, families offer room and board in exchange for babysitting services or companionship for an elderly person. No money changes hands. If a family needs full-time cleaning or child care, however, they pay a wage and may provide room and board as well. Usually, though, the household workers live "out" rather than in the employer's household.

"Most households in America that employ household workers hire day workers to clean or child care workers to watch children. But there are other kinds of private household workers. *Companions* are hired to provide company for elderly or handicapped people, and sometimes, for children. Some families employ *cooks, launderers*, or *gardeners*. *Caretakers* do heavy household tasks and take care of such things as yard maintenance, window washing, and minor repairs. If the household staff is large, the family may employ a *housekeeper* or *butler* to supervise the other servants."

Having finished her report, Laura went ahead and introduced Joel.

These men wearing the traditional costume of Victorian chimney sweeps have started their own business—cleaning chimneys and fireplaces.

Cleaning Occupations

"Laura has just told you about workers who keep private households clean and in good repair," began Joel. "My report is about workers who clean buildings like this school.

"Every building needs to be kept clean and in good condition for the comfort and safety of those who live or work there," Joel went on. "This involves not only sweeping or mopping the floors, but washing the windows, polishing furniture, vacuuming, emptying trash, cleaning the bathrooms, and getting rid of insects and rodents, too.

"In the past, when businesses and buildings were much smaller, innkeepers or shopkeepers might clean their establishments themselves. Or, more likely, they'd have a servant, a member of the family, or an employee do the job. After the Industrial Revolution, large plants and factories were built. Then large apartments and huge office buildings sprang up to provide a place for all the people in the rapidly growing cities. A way had to be found to keep such large buildings clean and safe. In time, cleaning services became specialized and they eventually became a business in their own right. Today, commercial cleaning firms handle this important task for the owners of many large buildings.

"But let's take a closer look at these workers. Craig has already told you about some of them. The cleaning staff in a hotel or motel is very important. Guests get annoyed quickly if there's no fresh linen or if no one comes in to clean their rooms. Craig mentioned the *housekeeper* who supervises the hotel's entire housekeeping department. That's an administrative job, as a rule. It takes organizational ability and skill in supervising others. The housekeeper may be in charge of dozens of workers who actually handle the fresh linens and clean the rooms. Housekeepers do similar kinds of work in hospitals and nursing homes, in boarding schools and colleges, and in prisons. They work anywhere, really, where large numbers of people stay overnight.

"*Porters, cleaners,* and *janitors* are responsible for the upkeep of offices, apartments, hospitals, industrial plants, and other buildings. They sweep, dust, mop, polish floors, clean walls and fixtures, and dispose of trash. They may take care of minor painting, plumbing, and carpentry repairs and tend furnaces or boilers. There often are other duties, too: Shoveling snow, cutting and trimming grass, setting up tables and chairs in auditoriums and halls.

"*Pest controllers* are the people we want to see when

This window washer has a remarkable view of the St. Patrick's Day parade.

we can't get rid of bugs ourselves. *Fumigators* release poisonous gas and set traps to kill termites, beetles, cockroaches, rats, and other pests. *Exterminators* treat buildings that already have been infested by termites.

"I don't think I need to explain what *window washers* do," said Joel with a smile, "but I think I should explain what a *sexton* is. This is the term used for a janitor at a church. Sextons keep the church buildings and furnishings clean and in good condition and keep the churchyard and cemetery looking neat. They also ring the church bells to announce services, care for clothing worn by clergy, and help out in other ways."

Bob finished reading from the last of his note cards. Laura took over once more. "And now," she said, "unless there are questions about Bob's report, we'll finish up with Renee."

Protective Service Occupations

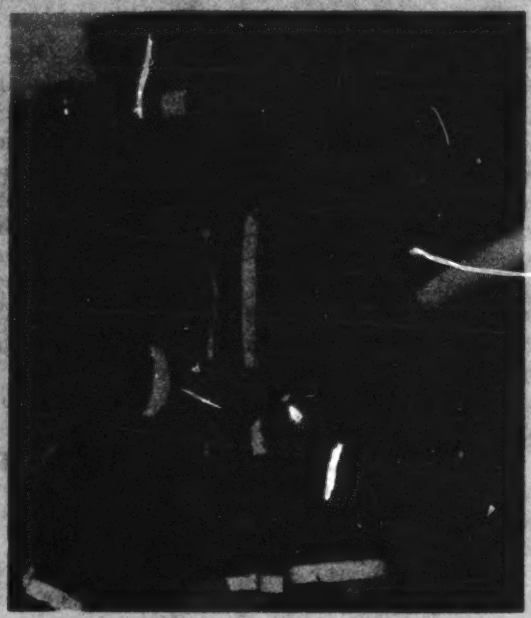
"At the time of the American Revolution," Renee began, "there were no police departments and fire departments as we know them today. Instead, night watchmen were hired to patrol the streets of the cities and towns. Walking the dark streets carrying a lantern, they were on the lookout for fires, crimes, or trouble of any kind. If they saw something, they'd call out and warn the citizens who would come rushing from their homes to deal with the threat.

"The first modern police forces were established in America in the mid-1800's as cities like Philadelphia, Boston, and New York grew large and crowded. Conditions then were disorderly and violent; riots and fires took place so frequently that people decided they needed a better way of keeping order. By 1850, most of the major cities in the East had a police force that patrolled the city regularly to maintain order and discourage crime.

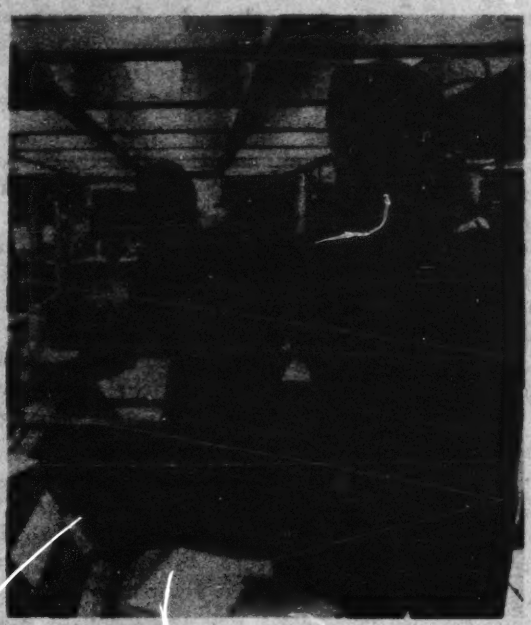
"Today, well trained and equipped *police officers* and *State police officers* uphold the law and maintain order in our communities and on the highways. *FBI special agents* investigate violations of Federal law and are concerned mostly with bank robberies, kidnappings, espionage, sabotage, and white-collar crimes such as embezzlement and dishonest land deals. *Correction officers* work in jails and prisons where they keep order and enforce rules and regulations. *Private detectives* are hired by people who want information about the actions of others. More often than not, they investigate business or domestic matters.

"Now I'd like to tell you about private guards," continued Renee. "Private guard services date back to the mid-1800's too. They first appeared outside the cities, in areas where new factories were being built or where mining operations were beginning. The guards in those days were hired to protect industrial property from riots, sabotage, and robbery. Today, *guards* still are needed in manufacturing plants, construction sites, and transportation terminals. But private security guards also work in museums, libraries, schools, hotels, supermarkets, department stores, apartment buildings, and offices.

"Modern fire departments also are fairly new. In the 1700's, at about the time fire insurance was being introduced, the insurance companies hired their own firefighters to take care of the properties they insured. When the alarm was sounded, all the companies in the city would rush to the fire. But only one company would fight to save the burning building—the company that recognized its own sign on the building. That system turned out to be impractical, and today all communities of any size have trained, professional *firefighters*.



Many firefighters are on duty for 24 hours, then off for 48 hours.



These officers have been trained to handle emergency calls.

"There are other kinds of workers who protect the public," said Renee. "They're less familiar than the police officers and firefighters who keep our neighborhoods safe. But they, too, have an important job to do in protecting our well-being.

"*Construction inspectors* make sure that our homes and schools—and our highways and tunnels and bridges—are built safely. *Health inspectors* help us in many ways. They make sure that the food we buy in grocery stores and restaurants is clean and won't make us sick. They also make sure that the water we drink is pure, and that the water we swim in is safe. Health inspectors warn us when the air becomes so polluted that we should be careful, and perhaps stay inside. *Occupational safety and health workers* inspect mines, factories, farms, and business establishments to make sure that it isn't dangerous or unhealthy for the workers in those places. *Compliance officers* check to be sure that employers are obeying the laws that say that workers must be paid properly for the hours they work.

"As you can see," Renee continued, "the people in these jobs do very technical work. They need formal training in science or engineering, plus a great deal of experience in the field, to be able to tell whether a borderline situation is safe. After all, if they shut down a business unfairly, they create a hardship for the employer and all the workers there. Inspectors—like other people in the protective service occupations—must do their jobs thoroughly, fairly, and conscientiously."

Ms. Nazarian joined the group at the front of the room. "I'd like to congratulate each of you," she said, smiling. "Your committee did a fine job. You studied the topic thoroughly and presented the information in a very original way."

Turning to the class just as the bell began to ring, Ms. Nazarian continued, "And tomorrow we'll hear a report from Jennifer's committee."

What Makes a Good Service Worker?

The jobs of service workers differ a great deal. Yet, if they're good at what they do, all service workers have certain traits in common.

Doing things for other people is what the service occupations are all about. For this reason, *the ability to deal effectively with people* is a "must". This takes sensitivity, flexibility, and communication skills. Service workers must be good at adapting to different kinds of people in every imaginable situation. Police officers, for example, must be equally good at handling a lost child, a robbery suspect, or a crime victim. Child care workers must be good at supervising children and getting along with their parents. Hotel managers deal with people

constantly. They must be firm in firing a dishonest employee, then turn around and greet a very important guest with just the right tone of welcome and respect.

Bear in mind that it is important for service workers to pay close personal attention to their customers. People who are dissatisfied aren't likely to return. That's the reason for the saying, "The customer is always right." *A pleasant, outgoing personality* helps a great deal in jobs that involve pleasing a paying customer.

There are times when a great deal of *patience and understanding* are called for. After all, in a business where you're dealing with people most of the time, you're bound to run into people who are cranky, unreasonable, or just mean. Having an easygoing manner and a winning way with people can be a great asset, and is the key to building a steady flow of customers.

Many service workers need *the ability to keep calm and perform under pressure.* This is obvious in the case of firefighters, FBI special agents, and police officers. However, emergency situations crop up for other service workers too, and they must always be prepared for the unexpected. A cook may have to salvage the situation when the power goes off in the middle of a busy dinner hour. A hotel manager may have to contend with an angry guest complaining about a reservation mixup when the hotel is completely filled. A building service worker needs to know what steps to take when the air-conditioning system in a luxury apartment building breaks down during a heat wave. A cosmetologist may have to think fast when he or she discovers that something has gone wrong with a permanent or a color job. To cope with situations such as these, service workers must be levelheaded and unflappable. Imagination and resourcefulness help, too.

Many of the service occupations require *good health and physical stamina.* Bellhops carry baggage for hotel and motel guests and may run errands for them as well. Mail carriers, waiters and waitresses, cosmetologists, barbers, and private household workers are on their feet all day long. So are kitchen workers. Cooks, chefs, dishwashers, and others sometimes work in extremely uncomfortable temperatures, and always handle large, heavy pots and pans. Police officers and firefighters must be in good physical condition to handle the rigors of their jobs.

The ability to plan and organize the work is important.

Firefighting requires organization and teamwork.

A chef must organize things so that the appetizers, main courses, salads, and desserts for 100 people or more are all ready at the proper time. Mail carriers must plan their routes so that everything is delivered on schedule. Building service workers and private household workers, like mail carriers, work independently and can set their own pace. But they have to be sure that everything gets done.

Business and managerial ability is important in some of these occupations. Funeral directors, for example, arrange both the personal and business aspects of a burial. Barbers, cosmetologists, and restaurant owners often operate their own businesses. This takes energy, drive, and the business sense to handle budgets, finances, suppliers, and staff. And business owners must also find the time to maintain a good relationship with their customers.

Flexibility about working hours can be very important. Long or unusual hours are commonplace for workers in food, lodging, and personal service occupations. Police and fire protection must be available around the clock, 7 days a week. Emergencies must be dealt with immediately, no matter how many hours you may already have worked. The standard 9-to-5 workday is often the exception rather than the rule in these occupations.

Training for Service Occupations

Like the members of Laura's committee, you may already know something about the service occupations through hobbies, jobs, or school activities. You may have done some babysitting or helped with younger children at a day care center or summer recreation program. You may have been a school safety aide or playground aide. It's likely that mowing the grass, shoveling snow, washing the dishes, or cleaning your room are among your household chores. Maybe you like to bake for your family or fix your friends' hair. Perhaps you have held a part-time job at a fast-food restaurant. All of these are good ways to try out the service occupations and to begin to develop useful skills and attitudes.

Formal training for service occupations varies a great deal. For a job as a dishwasher, for example, you don't need to complete high school. All the skills you'll need can be picked up on the job. But suppose you wanted to work as an industrial hygienist. Industrial hygienists do very technical work; they protect workers' health by studying the hazards created by noise, dust, and vapors. To get this sort of job, you would need a graduate degree in industrial hygiene, safety engineering, or a similar field. Those are the extremes. The training required for each of 27 service occupations is described in the Job Facts at the end of this chapter.

There are a number of different ways to prepare for a career in the food or lodging industries. They range all the way from vocational high school courses in cooking to 4-year college programs in food service or hotel administration. Training for high school graduates is offered at public and private vocational-technical schools and in 2-year community and junior colleges. Several highly specialized and well-respected programs in culinary arts—cooking and related food service skills—are in existence. Home study programs—correspondence courses—offer another way of learning about hotel and restaurant management. The hotel industry itself sponsors a home study program.

Large hotel and restaurant chains offer their own training programs for new workers. And the Armed Forces offer food service programs that provide training for executive chef, chef, cook, food and sanitation inspector, bread baker, pastry baker, and cafeteria manager.

Barbers and cosmetologists must be licensed to practice their trade. Licensing is meant to protect the public. By establishing minimum requirements as to age, character, health, education, and knowledge of the trade, authorities in each State try to make sure that the people who work with your hair or give you beauty treatments know what they're doing. People can learn cosmetology or barbering in vocational high school programs or through apprenticeship. Or they can attend one of the many public and private schools that teach barbering or cosmetology. Training usually takes 6 months to 1 year.

As Renee pointed out, people like construction inspectors, health inspectors, and safety engineers need to know their fields thoroughly. This usually means a college degree in science or engineering, plus experience on the job. Construction inspectors, for example, benefit from having worked as building contractors or construction superintendents.

The kind of training needed to become a police officer or firefighter varies, for local departments all set their own requirements. Bear in mind, though, that almost all departments demand a high school diploma and some insist on several years of college, or a college degree. Even more training is needed to apply for a job as an FBI special agent. Special agents usually must be college graduates with a degree in accounting or law.

Regardless of the service occupation that interests you, plan to get your high school diploma. Not all jobs require it, of course, but promotion to higher paying and more responsible jobs usually comes faster if you have finished high school. Courses in English, home economics, and industrial arts would help you in some of these occupations. For others, courses in science and mathematics are very important.

Chef

"I plan menus well in advance," says Chef Nan Bogarty, "so that I have time to test the recipes."

Nan glanced at the clock as she finished her work on next week's schedule for the kitchen staff. "Is it 9:30 already?" she thought. "I'd better get back to the kitchen and see how things are going. Lunch is not very far away."

Wednesday morning is the time that Nan Bogarty, the chef at the Beef Eaters Restaurant, ordinarily reserves for paperwork. She always starts by preparing the weekly schedule for the kitchen staff.

She needs some peace and quiet to juggle the schedules of the pastry chef, the line cooks, the pantry people, and the dishwashers—14 people altogether. Of course, only 4 or 5 of them are at work in the kitchen at any one time. But Nan has to plan work assignments so that the kitchen is covered 2 shifts a day, 7 days a week. That's not as easy as it sounds, for some of the kitchen staff work full time and others work part time. Some prefer to work nights so that they can go to school during the day; others like to work days so they can be with their families at night. Yes, it takes a bit of concentration to keep everything straight.

She also uses her paperwork time to work on the food budget and make notes about problems she wants to bring to the restaurant manager's attention. This month, for example, the price of romaine lettuce is astronomical. They can't stop using it in the Caesar salad, of course, but Nan plans to suggest that they hold down their food cost by substituting other kinds of lettuce in the greens they use for the salad bar.

Nan won't have any more time for paperwork this morning, though. She wants to spend a little extra time in the kitchen because there's been a last-minute change in staff. Ellen Radner, her most experienced line cook, had called in sick early this morning.

"There's always something," thought Nan as she straightened out her papers. "Last week it was Frank. But that was worse," she reminded herself. Frank had burned himself with fat from the deep fryer. It still bothered Nan to think about the accident, for kitchen safety was one of her responsibilities and she had called not one but several staff meetings to point out the hazards of a busy kitchen. Frank obviously hadn't paid any attention. Well, this week he was back at his station and it was Ellen—experienced, dependable Ellen—who was out.

"Lucky for me that Phil was able to come in and lend a hand." The thought restored Nan's good spirits. After all, it had been easy enough to get a substitute. Phil Olsen, one of the line cooks, had been home when Nan called at 8 o'clock and he had agreed to come right in. Sometimes Nan had to call three or four people before she succeeded in rounding up a substitute. Nonetheless, Phil was new here. He had worked at Beef Eaters for only a few weeks and Nan wasn't sure how well he had mastered their kitchen routine. Well, this morning she'd find out. He would be running the line and she would have a chance to observe. Phil had good support, though, with Sam Spirdone on the broiler and fryer.

Nan arranged her files and clipboard in a neat pile. All that would have to wait for a quiet moment later in the day. Right now, her top priority was making sure the kitchen was ready when Beef Eaters opened for lunch at 11:30 sharp.

As she entered the kitchen, she flinched. It was hot in there, drippingly, uncomfortably hot. "Summer is murder in this kitchen," she thought as she slipped on her white tennis headband. Her paper hat just wouldn't do in this weather. Some restaurant kitchens are air-conditioned. But Beef Eaters, a small business just beginning to establish a name for itself, operates on a shoestring. Air-conditioning had been out of the question when the kitchen equipment had been installed, and summertime was indeed murderously hot. The temperature in front of the range could climb as high as 130 degrees.

Nan walked briskly toward the range, where Phil was now in charge. An outburst near the salad station made her change course; something clearly was wrong over there. Jim Petras was staring in dismay at a carton that had just been delivered by Apex Produce.

Nan confers with one of the line cooks.

"Just look at the fruit that Apex sent over!" Jim exploded. "That's the second time this month it has been overripe. These bananas are much too soft for the flaming glazed bananas. We'll have to drop that from the menu today, and you know it's one of our best-selling desserts. And look at these strawberries! They're better suited to jam than my fresh strawberry tart."

It wasn't the first time Jim had raised the roof about the condition of the fruit. Jim Petras was one of the best dessert and pastry chefs in town, and the restaurant critics invariably praised his creations when they reviewed Beef Eaters. Jim took understandable pride in his efforts and insisted on working with only the finest ingredients.

Nan looked more closely at the fruit and agreed with Jim that the flaming glazed bananas would have to be dropped from the menu that day. Nan made a mental note to let the waiters and waitresses know and to inform the manager, too. The manager wouldn't be happy. That dessert was one of the restaurant's specialties, and a big seller. Then Nan took up the subject of the strawberry tarts. Jim, calmer now, agreed that he could probably make do. He'd salvage what he could of the strawberries and go ahead with his tarts. As she left him, Nan made another mental note: A strong complaint to Apex Produce was a "must."

Finally, Nan walked over to Phil, who was checking a beef roast in the oven. "Sam and I are doing okay, Nan," he said. "I think the new Hungarian goulash is good. Do you want to taste it?"

Nan complimented Phil on the way he was handling the job as she picked up a spoon to test the goulash.

The kitchen crew.

"Excellent," she said warmly. "I'm glad you noticed the change on the recipe card. Increasing the grated lemon rind certainly adds to the flavor," she added, putting down the spoon.

Nan looked as though she was about to walk away. Phil said hurriedly, "By the way, Nan, when I was slicing the meat for Swiss steak, I had a rough time. I don't understand it—I followed the procedures you showed us last week."

That had been at Nan's demonstration of ways to carve and slice meat. Her training sessions for the kitchen staff had started out as a series of useful tips and soon evolved into lessons in professional technique. Nan kept these lessons as informal as possible. But she covered her subjects in a crisp, professional manner. She explained kitchen safety and sanitation procedures; demonstrated food preparation and cooking techniques; and showed her staff how different garnishes—decorations—could make a dish look more appealing. She was getting a good response from the staff, few of whom had any formal training in food service. Because of their enthusiasm and willingness to learn, Nan found herself sharing many of the "trade secrets" she herself had learned over the years.

Nan had decided during her second year of college, where she had been studying oceanography, that college wasn't right for her. She had dropped out and taken the first job she could find—as a salad maker in a restaurant. Although she soon got tired of washing lettuce and chopping vegetables, she was fascinated by the restaurant business and decided to get the training she'd need to run a kitchen. She completed a 2-year program in culinary arts, taking such courses as food chemistry, equipment technology, and accounting and management. Nan then worked as an assistant chef in a hotel kitchen. After several years there, she accepted the top job in the kitchen here at Beef Eaters.

Nan looked up at the clock and noticed that it was 10 o'clock, time to fix lunch for the staff. Since Phil was new, she decided to take care of that for him while he finished his "prep" work. The staff took their lunch break at 10:45 ... too early for some but better than a chorus of growling stomachs until 3 o'clock!

She checked to see if the pantry and dish stations were ready for service, made sure the morning bread was delivered, and that the dining room attendants had filled the coffee machine and put out the garnish trays. Phil really appreciated her help.

By 11:45 the first food orders had come in to the kitchen, where they were pinned to the line spindle. As noon approached, the restaurant became much busier, and the tempo of the work increased. Nan helped out wherever it was necessary. She garnished the plates Phil

put up and slipped in comments and advice whenever he had a moment to listen. The height of the lunch service, from 12:00 to 2:00, passed quickly. This time always seemed to fly by, for everyone was so busy there was hardly time to stop and take a breath.

As the dining room thinned out, the pace of work in the kitchen slowed. Nan split up the kitchen staff so that half of them could take a break while the others covered for them. When the first half came back to their stations, the others could sit down and cool off for a few minutes. They would all start preparation for dinner in the time left before the night crew arrived.

Nan fixed a plate of food for herself, picked up her clipboard, and went to a table in the back of the empty dining room to finish writing up her comments on the food budget. The rest of the paperwork would have to be squeezed in another time. She was pleased with Phil's first attempt at running the line. They had served 100 "covers" without a hitch.

"It certainly feels good to sit down," she thought.

Soon Nan was totally immersed in her estimate of food costs. She was startled to realize it was already 3:30 when Jim joined her at the table.

"About those bananas," he began abruptly. "I suppose I could use them for a Brazilian banana cake."

"Sounds like a good idea, Jim," said Nan, smiling.

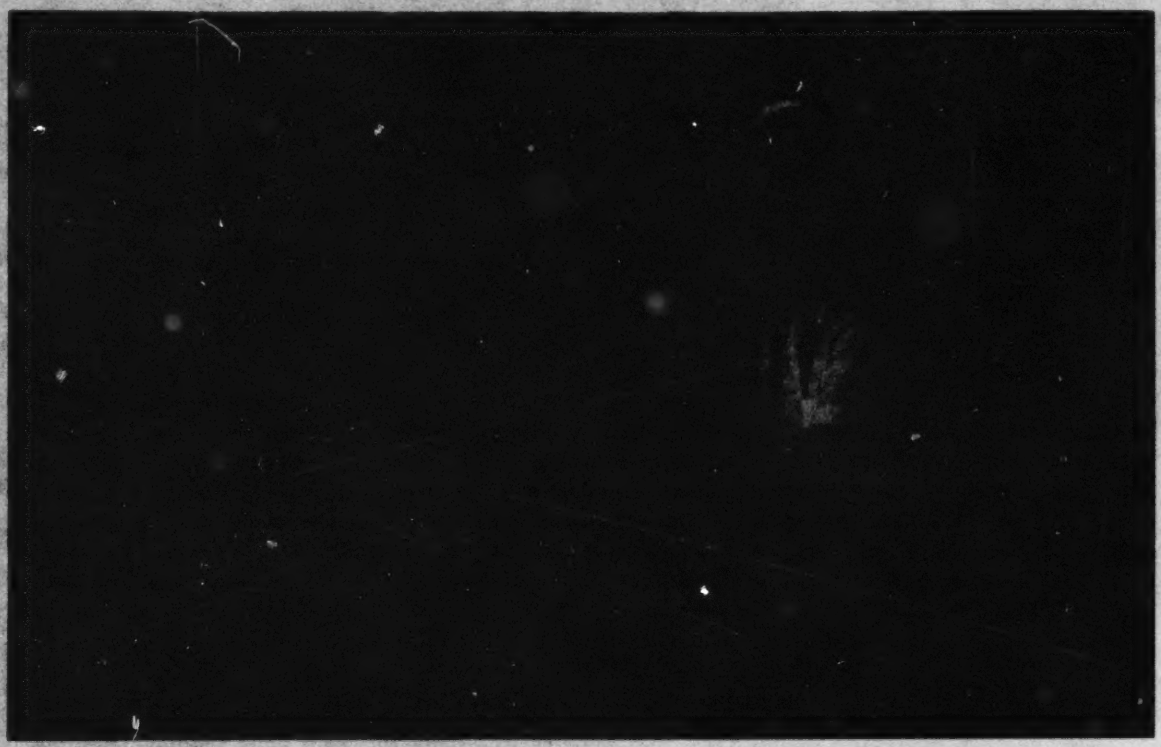
As the temperamental pastry chef walked away, Nan remembered something. "One more thing to take care of," she said to herself. She went to the phone and dialed the Apex Produce Market.

"Hello, Mr. Yankelovich? This is Nan Bogarty at Beef Eaters and we seem to have a problem . . . . "

Exploring

Chefs must know a great deal about food. They need this expertise to plan menus, develop recipes, order foodstuffs, and supervise the preparation of meats, sauces, soups, vegetables, desserts, and other foods.

- Can you select fresh fruits and vegetables?
- Can you pick out good cuts of meat?
- Can you select fresh fish?



"No matter what, I'm responsible for what comes out of the kitchen."

Chefs must be knowledgeable about nutrition. They must be able to plan meals and menus that are appetizing and nutritionally sound.

- Do you know the four food groups?
- Do you know what carbohydrates, fats, and proteins are and how the body uses them?
- Can you tell whether a meal is balanced?

Chefs must have an aesthetic sense where food is concerned. They must have an eye for attractive and original ways of presenting food.

- Do you like to decorate cakes or fix trays of appetizers? Do you like to decorate holiday cookies?
- Do you make an effort to plan meals that are balanced in color and texture as well as being nutritionally sound?
- Do you take the trouble to garnish sandwiches or hamburgers?
- Do you enjoy planning the table decorations for a party or a holiday?

Chefs must be well organized and be able to handle several things at once. It takes careful planning and good timing to prepare hundreds of meals during a single luncheon or dinner "turn."

- Are you good at estimating how long it will take to do your homework or a school project?
- Do you organize your time on tests so that you have enough time for each part?
- Are you good at keeping up with all the activities you're involved in? Do you get everything done without panicking?

Chefs must have leadership and communication skills. They supervise cooks and other kitchen workers and must be able to deal effectively with management, suppliers, and dining room staff.

- Are you a good leader? Do other people go along with your ideas when you're in charge? Do they follow your suggestions?
- Do you enjoy organizing trips, parties, sports events, picnics, and dances?
- Are you good at coordinating cookie sales, calendar sales, or other fund-raising projects?
- Do you enjoy working with other people on class projects?

Chefs must be able to think quickly and make decisions under pressure. Emergencies are not uncommon in restaurant kitchens.

- Are you levelheaded in an emergency?
- Could you keep calm and get help right away if the kitchen caught fire?
- Would you know what to do if an infant got hurt or stopped breathing while you were babysitting?
- Would you act sensibly if your brother or sister swallowed poison?

Chefs are responsible for keeping their kitchens clean and safe. They must know the local health and sanitation regulations and see to it that they are respected.

- Do you obey traffic regulations when you cross a street or ride your bicycle?
- Do you follow common safety precautions?
- Do you follow the instructions on the label when you use electric appliances?

Chefs need physical stamina. They spend hours on their feet, may have to lift heavy pots and pans, and sometimes work in very hot kitchens.

- Do you enjoy strenuous activities such as dancing, hiking, climbing, backpacking, running, jogging, swimming, and skiing?
- Do you like being active?

Suggested Activities

Get the recipe for the same dish from two different cookbooks. Follow them both and compare the results. What differences do you notice in ingredients, methods of preparation, and the final dish?

Plan and prepare dinner for your family one night. You might want to pick a foreign country or a region of the United States and prepare all the food in this style. Notice how much planning ahead you have to do: Deciding on the menu, looking up recipes, and assembling the ingredients.

Experiment with cooking the same food in various ways and observe the differences. Vegetables, for example, can be boiled, steamed, baked, sauteed, or deep fried.

Learn what to look for in selecting meats, fish, poultry, fruits, and vegetables for quality and freshness.

Enter a baking or a cooking contest.

Offer to help in a food co-op if there is one in your neighborhood. You can gain valuable experience in ordering food, picking up merchandise, and keeping inventory.

Volunteer to help in the school cafeteria.

Volunteer your services to your local Meals-on-Wheels program. Volunteers are needed to deliver meals to people's homes; they may also help with food preparation, packaging, and clerical work.

Invite one or more food service workers to speak to your class about their jobs. You might invite the manager of the school cafeteria; a chef or cook at a local restaurant; or the manager of a fast-food restaurant. Ask them to describe the work they do and the training they needed to get their jobs. Prepare questions in advance.

Contact your local health department and invite a health inspector to speak to your class. Inspectors visit restaurants regularly to check the cleanliness and safety of food served to the public. You might ask the speaker to discuss his or her job and the training needed to get the job; to explain what inspectors look for when they inspect a restaurant; and to tell you what would be sufficient cause to close a restaurant down. Prepare questions in advance.

Prepare a report on the sources of some familiar seasonings and spices for a social studies class. You might start your research by looking in the encyclopedia, then write for information to one of the companies that package and distribute herbs and spices.

For a science or health class, prepare a report on the importance of vitamins, carbohydrates, fats, calories, and protein to your body. Explain the way in which each of these helps to maintain your metabolism. (Metabolism is the process by which your body breaks down the food you eat for its energy.)

Use the topic of bacteria growth in food for a science fair project.

Determine the nutritional value of a typical fast-food meal—a hamburger, milkshake, and French fries, for example. How does this compare with the recommended daily requirements?

Plan the layout and design of a printed menu.

Learn the four food groups and match the foods you eat during the day with their proper group.

Make a list of safety and first aid rules that should be observed in the kitchen; for example, what to do in case of a fire and how to treat cuts and burns.

Join a chapter of VICA (Vocational Industrial Clubs of America) if your school has one. VICA chapters plan projects, take field trips, and hold competitions in such skill areas as cooking.

Join a chapter of HERO (Home Economics Related Occupations) if your school has one. HERO chapters help students relate their home economics curriculum to careers. If your school does not have a chapter, you can ask your home economics teacher to sponsor one. Your teacher can obtain information by writing FHA/HERO Chapters, 2010 Massachusetts Avenue, N.W., Washington, D.C. 20036.

If you are a Boy Scout or Girl Scout, try for badges in Cooking and First Aid.

Assume that you are head chef in a restaurant. A cookbook gives the following recipe for stew to feed six people:

2 lbs. stew meat	1 large onion
2 lbs. potatoes	1 teaspoon salt
5 large carrots	1 cup mixed vegetables

a. How much of each ingredient will you need to feed 60 people?

b. How much must you spend if food prices are: $1.49 per pound for stew meat, $.35 per pound for potatoes, $.05 each for carrots, $.15 each for onions, $.01 per teaspoon of salt, and $.30 per cup of mixed vegetables?

c. Assume you can get a 25-percent discount because you buy in large quantities. How much will your food bill be to make the stew for 60 people?

In restaurants, ingredients often are measured by weight instead of volume because this method is simpler and more accurate. Find the following measurements:

1 teaspoon butter = approximately _____ grams
1 tablespoon salt = approximately _____ grams
1 cup flour = approximately _____ grams

See answers at end of chapter.

For information about a career as a chef, write to: Culinary Institute of America, P.O. Box 53, Hyde Park, New York 12538; Educational Director, National Institute for the Food Service Industry, 120 South Riverside Plaza, Chicago, Illinois 60606; or Educational Institute of the American Hotel and Motel

Association, 1407 South Harrison Rd., East Lansing, Michigan 48823. For information on the American Culinary Federation's apprenticeship program for cooks and chefs, write to: American Culinary Federation, Suite 1, 920 Long Boulevard, Lansing, Michigan 48910.

Related Occupations

Besides the chef, many other workers are involved in planning meals and preparing food. The following puzzle includes 18 of these occupations. See how many you can find. The words may be forwards or backwards, and horizontal, vertical, or diagonal.

BAKER
BANQUET CHEF
BARBECUE COOK
BROILER COOK
CAFETERIA COOK
CATERER
DESSERT COOK
EXECUTIVE CHEF
FRY COOK
PASTRY CHEF
ROAST COOK
SALAD MAKER
SAUCE CHEF
SHORT ORDER COOK
SPECIALTY COOK
SOUP COOK
SOUS CHEF
VEGETABLE COOK

O	K	O	C	A	F	E	T	E	R	I	A	C	O	O	K	E	H	C
B	R	O	I	L	E	R	C	O	O	K	P	H	I	X	Y	F	E	P
A	A	P	E	S	N	V	A	O	A	S	O	L	C	R	U	Q	F	D
N	R	K	X	O	T	H	P	A	S	T	R	Y	C	H	E	F	U	E
Q	B	O	E	T	E	I	K	N	T	W	Y	H	B	E	M	R	T	S
U	X	C	C	R	O	H	T	A	C	R	K	E	G	I	R	Y	Z	S
E	Z	D	U	R	N	Y	C	F	O	O	V	O	V	E	C	C	H	E
T	E	L	T	E	R	B	E	R	O	C	O	L	K	Y	F	O	I	R
C	M	F	I	I	T	H	B	C	K	K	X	A	B	E	R	O	N	T
H	G	N	V	B	C	K	P	L	E	G	M	E	H	T	U	K	J	C
E	O	H	E	E	A	U	G	L	N	D	R	S	O	L	P	Q	C	O
F	I	P	C	B	O	W	D	Y	A	O	O	R	J	U	Z	R	B	O
S	Q	U	H	S	L	D	E	L	I	P	D	C	H	E	Q	U	R	K
R	A	V	E	G	E	T	A	B	L	E	C	O	O	K	N	M	P	Y
S	D	E	F	C	I	S	H	O	R	T	C	M	P	O	S	I	T	S
M	L	U	C	E	S	P	E	C	I	A	L	T	Y	C	O	O	K	P
A	N	O	V	A	J	K	O	O	C	E	U	C	E	B	R	A	B	I
S	R	Q	U	X	S	O	U	S	C	H	E	F	P	Y	Q	U	L	L
V	T	G	H	A	K	O	C	Y	H	L	N	C	A	T	E	R	E	R

See answers at end of chapter.

Building Service Worker

Harry Rand has a custodial job at Broadview Elementary School.

Harry stretched his arms and sighed as he entered his office. "It's 11:30 already, and this is the first chance I've had to stop!" he thought, as he fell into his chair. "I'm glad every day isn't this hectic."

Harry Rand, the head building service worker for Broadview Elementary School, had been on the job since 7 o'clock that morning—a full 30 minutes ahead of schedule. He often arrived early when he planned to cut the grass. That way he could mow completely around the building before the children arrived. Once school was in progress, he did the lawn by the basketball courts and softball field so he wouldn't disturb classes. Cutting the grass was quite a chore. Harry was glad it was mid-October; this probably was the last time he'd have to mow until next spring.

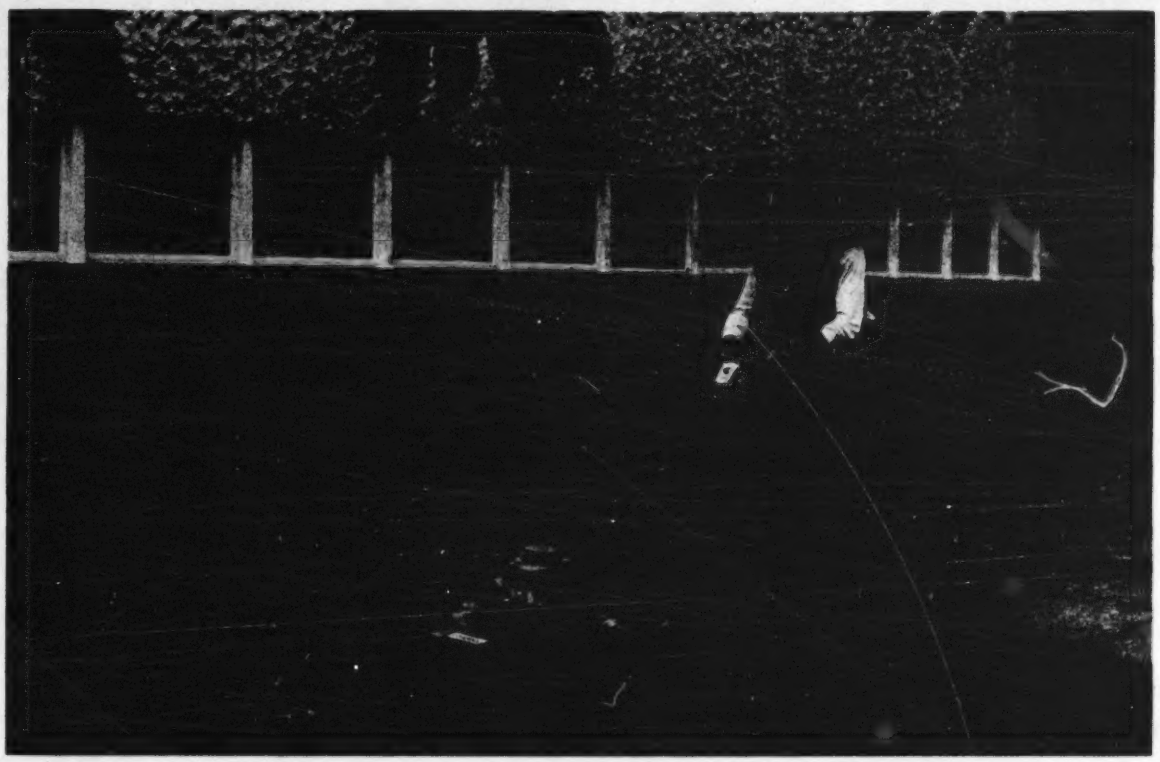
When it came to mowing the lawn, Harry was not willing to rush. He paid a lot of attention to trimming the edges, for he felt the lawn's appearance "said something" about himself. In fact, come to think of it, that's why he made such a point of keeping the inside of the school in good repair and as neat and clean as possible.

As he returned to the building after putting the mowing equipment away, Harry had run into Brian "Smitty" Smith, another member of the building service staff.

"Morning, Harry," said Smitty. "Looks like you've been hard at work."

Smitty had been working at Broadview Elementary for just a few months. Unlike Harry, who was assigned to this school full time, Smitty was a member of the "roving crew." He helped out wherever he was needed, generally working for a few days at one school and then going to another. Besides working part time with the building service crew, Smitty took courses at night towards his high school diploma. Harry admired Smitty's ambition and sometimes thought about signing up for a night school course himself.

Together they headed for the boiler room. Checking the equipment in this room was a daily ritual for Harry, usually the first thing he did each morning. This week, however, he had waited for Smitty each day. The first few days, Harry did most of the work, explaining as he went along. Today, Smitty was going to try it on his own,



Harry takes pride in keeping the school neat and clean. "I feel that the way the school looks says something about me."

with Harry there to observe and guide. This on-the-job training was part of the course on boiler operations that Smitty had to pass in order to meet the County Board of Education's requirements for its building service workers.

The two men unlocked the door marked, "Danger—Boiler Room" and faced an arrangement of pipes, valves, gauges, and machinery. Smitty began by checking the gauge attached to the steam boiler. This was just a matter of reading the water level.

"Looks okay to me," he commented. Harry nodded in agreement.

Then Smitty checked the boiler for anything that might be wrong. He looked to see if smoke was coming out where it shouldn't, or to see if any of the tubes were leaking. Next he cleaned the oil filter. Then he finished his inspection of the boiler room by checking the motor and belts on the pumps and air compressor.

"Too bad, no major problems for you today," joked Harry.

You never knew when something would go wrong; machinery generally broke down at the worst possible moment. Harry tried to keep a close eye on the equipment so that he could spot trouble early. Harry didn't fix the machinery himself, though. Instead, he called the county maintenance workers to come over and make repairs or replace parts.

Harry glanced at his watch and realized that he was running late. He hurried toward the school cafeteria.

"Fine morning, isn't it, Harry?" said Audrey Wayne, the cafeteria manager. "The milk is already on trays. It's in the last refrigerator on the right."

Harry nodded and walked across the large room to the refrigerators. Delivering milk every morning to the younger children at Broadview was one of Harry's favorite tasks. This "Eight ounces of energy to boost your day" program had been started a few years ago for the first, second, and third graders. It was part of a county-wide nutrition program for youngsters.

One of the things Harry liked about the program was

Delivering milk every morning to the younger children at Broadview is one of Harry's favorite tasks.

the opportunity to get to know the teachers better. Even more important, to his way of thinking, was the contact with the children. He enjoyed getting to know them, and was pleased that so many of the younger children treated him as a special friend. Previously, most of his contact had been with the older children at Broadview, when he umpired for their softball games.

He loaded up a cart and delivered the milk to the 12 classrooms [illegible]eduled. Just as he finished, two soft tones were [illegible] over the intercom system. This was Harry's sig[illegible] check with Judy Howell, the school secretary, t[illegible]hat he was wanted for.

"What's u[illegible]Harry asked as he entered the office.

"Two things, Harry. First there's a cracked window in Room 16. A familiar story—kids in Physical Education class were playing softball. Also, Tom Hansen reported that someone jammed a crayon into his pencil sharpener. That's room 7," explained Judy.

"Consider everything taken care of," Harry replied.

On his way to Room 16, Harry stopped at the supply closet and picked up a piece of heavy cardboard to cover the window. Ordinarily, cardboard is not considered a "supply" but Harry found it handy to have some around for occasions like this. He grabbed a broom and dust pan in case of any shattered glass.

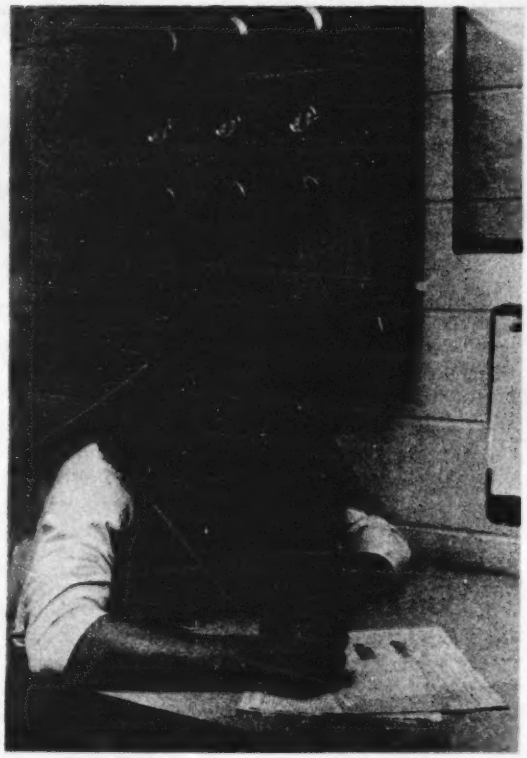
After covering up the cracked window, Harry called the county maintenance service and arranged for someone to replace the window the next morning. Then he picked up a screwdriver from his tool box and headed for Tom Hansen's classroom.

"Perfect timing, Harry," said Tom. "You can try to fix the pencil sharpener while the children are at lunch."

"I'll see what I can do for you," Harry replied. He removed the pencil sharpener from the wall and then took it apart. Next, he pushed the jammed crayon through the sharpener with the tip of the screwdriver. Harry took a few paper towels from his pocket and wiped the sharpener clean. After fastening it back to the wall, Harry commented, "Should work like new now."

"Thanks for the quick service, Harry. I'll try to keep the crayons out," Tom replied.

Harry smiled and left the room. He made his way back to his desk determined to take a short rest. After all, it was 11:30 already, and with lunch period over in the next 45 minutes, he'd soon have to get out the mop and bucket to prepare for the daily cleaning of the cafeteria.



"The details of this job keep me pretty busy, but I still have time to do the things I enjoy most—like umpiring the kids' softball games."

Exploring

Building service workers have to be "jacks of all trades." They need a working knowledge of many different kinds of tools and machinery.

- Are you good at fixing things?
- Are you handy with tools?
- Is it easy for you to learn how to use a tool you've never used before?
- Are you good at using and maintaining household appliances such as toasters, rug shampooers, vacuum cleaners, fans, and garden machinery?
- Do you like to take care of home repairs?
- Have you ever fixed a leaky faucet, unstopped a toilet, or replaced a fuse?
- Have you ever helped repair a bicycle, mini-bike, lawn mower, or car?

Building service workers need stamina to do such chores as mopping, sweeping, waxing, and mowing. They work both indoors and outdoors.

- Do you enjoy strenuous activities such as dancing, hiking, climbing, and skiing?

- Do you participate in sports at school?
- Do you like to be active most of the time?

Building service workers generally set their own schedules and work on their own. They must be able to organize their time and get the job done without close supervision.

- Do you do your homework without being told to?
- Do you complete projects and book reports on time?
- Do you like to spend time by yourself?

Building service workers do many of the same chores day after day. Checking the boiler room equipment, sweeping and mopping floors, and emptying trash all are repetitive.

- Do you have a daily schedule?
- Can you put up with the repetition involved in mowing grass, shoveling snow, painting a house, or putting down tile?
- Have you ever undertaken routine tasks such as delivering newspapers or collecting from door to door?

Suggested Activities

Help with minor plumbing repairs at home. Help replace a washer in a leaky faucet. Clean out a sink trap. Your public library has books on home repairs that can guide you.

Help family and friends with automobile engine repairs. Do your own repair work for your bicycle. Mechanical work of this kind will give you practice working with small handtools.

Ask your parents to teach you to operate household appliances properly—a vacuum cleaner, rug shampooer, floor buffer, or lawn mower, for example.

Help with the gardening at home. You can assist with fertilizing and mowing the lawn, trimming trees and bushes, planting flowers and vegetables, and weeding.

Organize a cleanup campaign and pick up litter around your schoolyard or in a nearby park. This could be a class or club project.

Volunteer to repair toys at a day care center, Headstart program, or nursery school.

Offer to do minor home repairs or help winterize the homes of elderly neighbors. There may be a program of this kind in your community to which you could donate your services. To find out, call the local voluntary action center or agency on aging.

Help renovate a room or building for a teen club or community center.

Set up a schedule of the chores you do around your home each week, alloting a certain amount of time for each one. See how close your estimates come to the time it actually takes.

Interview one of the building service workers at your school about his or her job. See if you can arrange to "shadow" him or her for a morning or afternoon. Report back to your class.

Invite a representative of a commercial cleaning firm to speak to your class about his or her business. Prepare questions in advance.

If you are a Girl Scout, try for the Handywoman proficiency badge.

If you are a Boy Scout, try for the Home Repair and Plumbing merit badges.

Related Occupations

Building service workers aren't the only people who take care of buildings and the grounds around them. Unscramble the letters below to find the names of 12 other workers whose jobs involve cleaning buildings and keeping them in good repair.

1. REEPHUOKSEE
2. GRDAENRE
3. TPRIEVA HOOLDUSHE REKROW
4. LOBIRE TEDRNE
5. TNAERPI
6. SEPT COOTLRLNRE
7. NTAIEMNNCEA CTNICEAELRI
8. AHSTR LLECCOTOR
9. LOFOR WRAEX
10. NAIJTRO
11. BDINUILG SUNEDTENTPINER
12. WONDIW CLNEERA

See answers at end of chapter.

Hotel Clerk

Diem Nguyen likes her job as a hotel clerk. "My ambition is to manage a hotel someday."

Diem Nguyen spotted the man as soon as he walked through the door into the crowded lobby. He looked confused and excited and clearly was impressed by so much activity. Diem knew by the way he kept staring, his face showing his amazement, that he had never stepped inside a large hotel before. Perhaps this was the first time he had visited a city as large as Boston.

The man was heading toward the counter where Diem stood. "Good morning, sir," she said to catch his attention, "and welcome to the Pilgrim Inn. May I help you?"

"Oh . . . of course, thanks a lot!" answered the man, as if awakened from a dream. "I'm with the convention."

"Which convention is that, sir?" asked Diem.

"The American Bolt Manufacturers Association," he replied. "Say, young lady, how do you clean those chandeliers way up there?"

Diem smiled in spite of herself. "We have a man who stands on a tall ladder and dusts them once a week. Now, what is your name, sir?"

"Hanks. Neal Hanks. Tell me, how many rooms are there in this hotel?"

"We have 800 rooms, Mr. Hanks," replied Diem. She flipped through the guest list for the American Bolt Manufacturers convention until she found Neal Hanks' name. "According to our list, Mr. Hanks, you requested a single room. Is that correct?"

"Eight hundred rooms! That many! Oh, yes, that's right," answered Mr. Hanks.

Diem turned to the "Roomcom" computer terminal at her left, a machine the size of a large telephone with lighted buttons and a display of lighted numbers. Punching the proper buttons, she asked Roomcom how many single rooms were vacant and made up. The lighted numbers on Roomcom told her that there were 17 such rooms. Repeatedly pressing the "advance" button would give her the numbers of all 17 rooms in order. She chose the first number, 235, and punched another button to tell Roomcom that the room was now taken.

"All right, Mr. Hanks, you'll be in room 235. Please fill out this registration card and this bill. How will you be paying for your stay?"

"With a check," answered Mr. Hanks, as he wrote his name and address on the card and the bill.

"Fine. The room is reserved for tonight and tomorrow night. If you wish to stay longer, please let us know as soon as possible. Your convention will be meeting in Conference Suite 3, one floor below the lobby. Just take the stairs there on the left or the elevator on the right. Registration began about 30 minutes ago. Around the corner here you'll find our Mayflower restaurant, open for breakfast, lunch, and dinner, as well as the Pilgrim cocktail lounge. The bellhop will show you your room. If you need anything at all, please call us. We hope you'll enjoy your stay!"

With that, Diem signaled the red-uniformed bellhop standing near the desk and handed him the room key. Picking up Mr. Hanks' suitcase, he led the way to the elevator.

Diem watched a moment as Mr. Hanks followed the bellhop, still looking excitedly in every direction. He's a rare guest, thought Diem. So easy to please. Few customers showed as much enthusiasm over the hotel as Mr. Hanks.

Turning back to work, Diem tore the name tab off Mr. Hanks' bill and placed it in the 235 slot in the room rack, a large inclined board with a color-coded slot for each room. With the rack, a room clerk can tell at a glance which rooms are occupied by which guests. Diem then placed the registration card and bill in an alphabetical file, so they could be easily found when Mr. Hanks checked out.

For a few minutes, Diem had nothing to do. She stood behind the counter with a pleasant look on her face, but her thoughts were far away. She had come to the United States from Viet Nam only 2 years ago, and life in a new country hadn't been easy. It seemed to her that too many things had changed too fast. Sometimes she longed for the home she had grown up in. Still, she was with the people she loved most! Diem lived with her parents and brothers and sisters in a small apartment in Brookline.

All of a sudden her daydreaming stopped. A young couple and two small children had appeared at the counter. "Good morning, may I help you?" asked Diem pleasantly.

"We have a reservation under the name of Stavros," answered the young man.

"One moment, please, Mr. Stavros," said Diem. Leafing through the daily computer-printed list of reservations, she came to the entry she was looking for. "George Stavros, a room with two queen-sized beds, for 3 nights. Is that correct?"

"Right. Could we have a room with a good view of the city?"

"Well, Mr. Stavros, to be honest, the best view is from the front of the hotel, and even from there you can't see much. The front rooms tend to be noisier because of street traffic. I think you might be happier with a quieter room facing the inner courtyard."

"Okay, fine," answered Mr. Stavros.

"How will you be paying for this, sir?" asked Diem.

"Can I use my National Bank Card?"

"Certainly. If you'll let me have the card, I can make up the voucher slip right now and avoid delay when you check out. Meanwhile, if you would fill out this registration card and bill . . . ."

While Mr. Stavros filled in his name and address, Diem consulted Roomcom. Room 714 fit her guests' needs. She then pulled a National Bank Card payment slip out of a drawer, placed it in the press over Mr. Stavros' card, and rolled the press over it. Later she would check his account number to be sure his credit was good. Meanwhile she would file the stamped voucher with his bill.

When Diem had finished, she handed back the credit card and explained to the Stavros family where the restaurants were. "If you need anything else, please ask," she added.

"We would like to take a bus tour of the city," said Mrs. Stavros.

"Why certainly," replied Diem, handing her two pamphlets. "This pamphlet explains what kinds of tours there are. The other pamphlet has sightseeing information and a map. I'll be happy to answer any questions you have." She then wished them a pleasant stay, signaled the bellhop, and handed him the key to room 714. Wheeling their luggage on a cart, he led the family to the elevator.

No sooner had Diem inserted the Stavros' name tab in the room rack than a tall man appeared at the counter. "I'd like a room," he said abruptly, before Diem had a chance to speak.

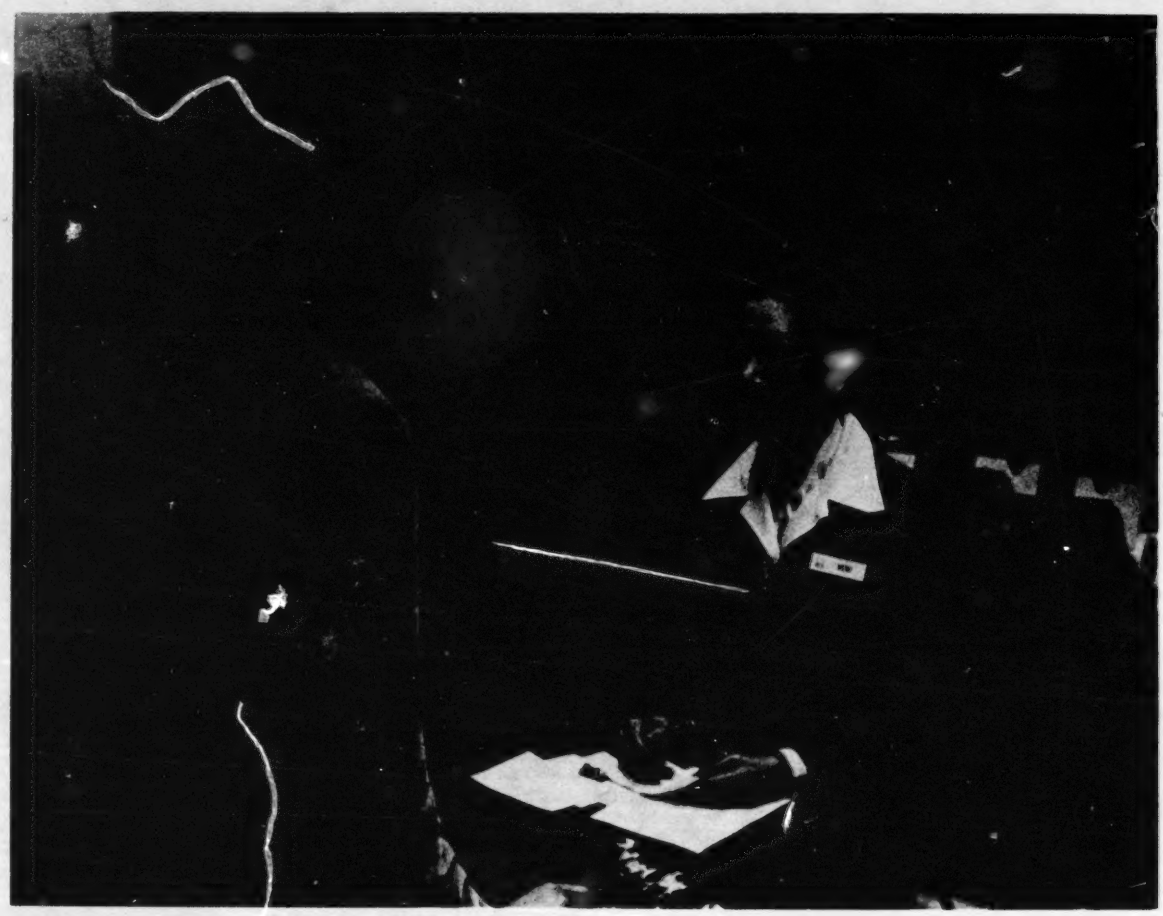
"Do you have a reservation?"

"No."

"Well, I'm very sorry, sir, but all our rooms are booked."

"Don't you have anything, just for one night?" he said in an argumentative tone of voice.

"I'm afraid not. This is a very busy time for us. We have two conventions that begin today and another that



"I've always enjoyed meeting and helping people," says Diem.

is still going on. The remaining rooms were reserved in advance."

Diem could tell that the frustration on the man's face was about to turn to anger. She added quickly, "But I might be able to arrange for a room in another hotel."

The man looked surprised. "That would be nice."

Diem glanced down at the large box under the counter. The box was one of a system of terminals connecting the major hotels downtown. Each window on the face of the box had the name, address, and phone number of another hotel in the system. The lighted windows showed which hotels had vacant rooms. Today only one window was lit—the one for the Park Hotel.

Diem called the Park. Yes, they had a room for one person for one night. The man thanked her with a smile and left.

A smile like that, thought Diem, was what really made the job fun. She didn't like everything about her work. She wished she could sit down and relax once in a while instead of having to stand 8 hours a day. Sometimes the work became repetitious. And when she was working the day shift, which started at 7 a.m., she couldn't possibly sleep late. Still, the day shift was better than either of the other two. The night shift in particular got pretty boring.

Nonetheless, Diem liked the job because she loved meeting and helping people.

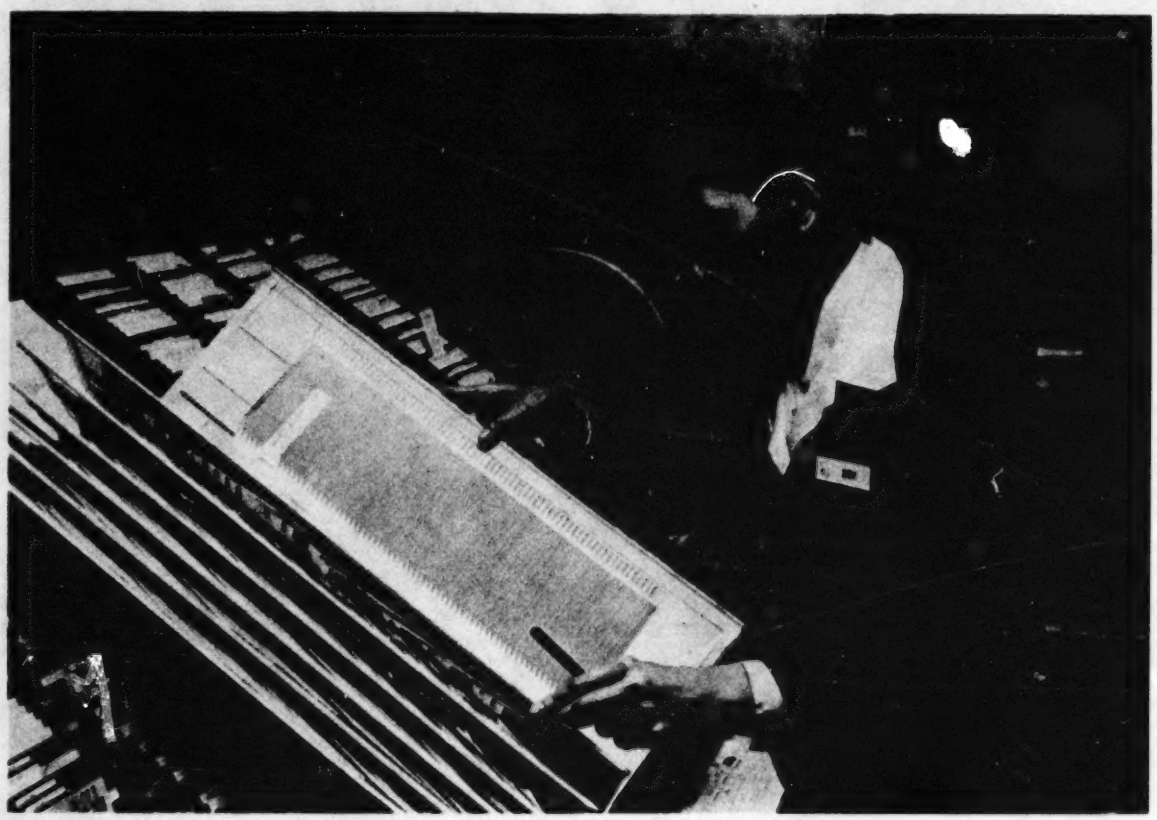
Diem was about to run a check on George Stavros' credit account when the telephone buzzed. Both her coworkers were talking to customers, so Diem picked up the phone and punched the lighted button.

"Front desk. Diem Nguyen speaking."

"Diem, this is Leslie. Could you come to my office for a moment?"

"I'll be right there," answered Diem, hanging up the receiver. Then, turning to the clerk next to her, she said, "The manager wants to see me. I'll be back in a minute."

The manager had some exciting news for Diem. She had been accepted into the management training program. United International Hotels, the company that owned the Pilgrim and other hotels across the United



Diem can tell at a glance which hotel rooms are available.

States and Europe, had an 18-month program in hotel management and only a few desk clerks were selected for it.

Diem knew she had been lucky to get a job at the Pilgrim shortly after she arrived in the United States. She had worked at the front desk for well over a year, and with management training she felt her career could really take off. The competition for management positions was stiff, but Diem would try hard. She knew that hard work was the key. She also knew that her ability to speak French would help. With a chance like this to move into a management position with an international corporation, Diem's future was looking very bright indeed.

Exploring

Room clerks deal with the public all day.

- Do you like meeting people?
- Do you start conversations with people you don't know?
- When you see people having trouble carrying a package or finding their way, do you offer to help before they ask?

Room clerks must look nice and act pleasant all the time they are working.

- Do you care about how you look?
- Do you like to wear clean, neat clothes to school?
- Are you polite and cheerful to others, even when you aren't feeling completely happy or well?

Room clerks must remain calm and helpful with angry guests.

- Can you let someone else have the last word in an argument?
- Can you accept blame for something you didn't do?
- Can you play a game by someone else's rules?

The activities of a room clerk change very little from hour to hour and day to day.

- Are you comfortable with routine activities?
- Do you have a daily schedule?
- Have you ever worked at routine jobs, such as delivering newspapers, selling candy, or collecting for charity door to door?

Room clerks must be able to remember and give directions and other detailed information.

- Can you relay messages correctly?
- Do you remember names of people and places?
- Can you give street directions clearly?

Room clerks must keep track of many things at once. They must be able to work quickly without making mistakes.

- Do you keep track of your homework assignments?
- Do you generally finish tests on time?
- Do you enjoy card games that require a good memory, such as fish, hearts, poker, or bridge?

Suggested Activities

If you live in or near a city with a large hotel, arrange a tour for your class. Ask to see the front desk and other operations, such as housekeeping, mail delivery, reservations, and food preparation. Ask questions about how the hotel is managed.

Invite a hotel clerk or manager to come to your school and talk to your class. Prepare questions in advance.

Try an activity or job in which you deal with the public. There are several to choose from. For example:

- Join a club at your school, church, or synagogue that does community service work.
- Volunteer to collect money door to door for a charity or other cause.
- Sell something door to door, such as seeds or candy.
- Get a newspaper route. (The public contact comes each month when you collect money for the newspaper.)
- Get a job selling tickets or ushering at a movie theater.

Role-play a situation in which a hotel room clerk faces several angry, upset guests. The "guests" should prepare their "complaints" beforehand. After playing the roles, discuss what happened. How well did the "clerk" handle the guests? Should he or she have done anything differently?

Write for information on careers in the hotel and motel industry to Educational Institute of the American Hotel and Motel Association, 1407 South Harrison Road, East Lansing, Michigan 48823.

Related Occupations

Many kinds of workers serve, help, or provide information to the public. Hotel room clerks are one. The names of 12 others are hidden in the array of letters below. See if you can find them. They may be forwards or backwards, horizontal or vertical.

T	R	C	U	S	T	O	M	E	R	C	O	M	P	L	A	I	N	T	C	L	E	R	K	S	A	N	N	E
O	T	O	E	I	C	A	L	B	Y	Z	E	I	N	F	O	M	A	I	A	C	X	A	M	L	I	H	A	K
U	H	S	T	N	H	R	I	E	R	N	T	I	C	K	E	Y	L	C	R	O	T	H	S	T	E	G	I	N
R	E	C	E	P	T	I	O	N	I	S	T	R	E	X	C	L	E	K	H	P	H	L	I	O	R	N	H	I
G	K	C	U	S	T	D	E	B	N	A	R	A	N	T	H	O	N	E	E	A	I	L	P	R	E	D	R	N
U	R	D	A	V	I	E	D	T	N	E	G	A	L	E	V	A	R	T	M	S	R	R	Y	O	H	W	A	F
I	E	S	A	N	D	C	V	A	N	S	C	M	V	E	S	T	O	A	R	E	T	C	U	T	S	O	M	O
D	L	G	U	I	D	U	S	P	I	N	N	E	R	J	U	D	X	G	Y	I	N	W	S	Q	U	Z	E	R
E	C	S	O	U	R	S	C	E	S	A	D	D	I	T	I	E	A	E	O	N	A	L	I	N	R	F	O	M
F	N	O	R	G	E	T	M	E	N	O	T	Z	X	U	Q	V	E	N	K	N	O	W	X	Y	E	N	A	A
H	O	E	L	L	I	O	T	S	T	N	A	D	N	E	T	T	A	T	H	G	I	L	F	Y	T	T	B	T
S	I	G	H	T	S	E	E	I	N	G	G	U	I	D	E	C	L	E	R	X	K	U	Z	O	A	U	O	I
F	T	I	C	K	F	O	R	H	E	S	A	J	O	L	Y	G	O	L	P	A	S	S	E	N	E	G	R	O
P	A	S	S	E	N	G	E	R	T	R	A	I	N	C	O	N	D	U	C	T	O	R	N	U	H	F	O	M
E	V	I	T	A	T	N	E	S	E	R	P	E	R	E	C	I	V	R	E	S	R	E	M	O	T	S	U	C
B	R	N	O	N	U	C	A	R	K	M	O	R	R	D	P	V	E	I	V	E	A	O	N	P	G	A	R	L
C	E	A	B	Y	Q	D	L	E	O	E	D	F	R	O	W	I	V	N	O	W	Z	J	E	N	N	O	L	E
E	S	N	I	B	A	S	S	E	N	G	R	O	P	E	R	O	T	M	Y	M	A	N	E	W	T	I	X	R
F	E	O	R	E	V	E	R	T	B	E	C	U	O	Z	I	L	X	R	U	S	T	B	H	I	M	M	E	K
G	R	G	U	I	D	E	Y	N	E	A	L	R	O	S	N	E	T	H	A	L	A	Y	D	D	I	T	N	M

CUSTOMER COMPLAINT CLERK

CUSTOMER SERVICE REPRESENTATIVE

FLIGHT ATTENDANT

INFORMATION CLERK

PASSENGER TRAIN CONDUCTOR

RECEPTIONIST

RESERVATION CLERK

SIGHTSEEING GUIDE

THEATER USHER

TICKET AGENT

TOUR GUIDE

TRAVEL AGENT

See answers at end of chapter.

Police Officer

Earl Hayes likes investigative work.

"Car 331. A silent burglar alarm has gone off at the Foxhall Inn. That's at 3200 Braddock Road. Over."

Before the last few words had come across the radio, Earl Hayes had his squad car's flashers and siren working, and was halfway down the street. At the same time, he picked up the microphone from the police radio and relayed, "Car 331. Over," to let the dispatcher know that he had received the call and was on his way. As he pulled up to the red light at the intersection, Earl quickly looked in all directions for oncoming traffic and then turned onto Westchester Boulevard.

A few miles down Westchester, Earl put out the flashing lights and turned off the siren. The next corner was Braddock and he didn't want to give the prowler any clues of his arrival. As he approached the Foxhall Inn, Earl saw four young men crowded around the front door, trying to peer through the curtains of the window. Even though he didn't think he'd need it, Earl grabbed his nightstick before leaving the squad car.

"Evening, gentlemen. Are you looking for someone?"

"Good evening, officer," the tallest one said. "This must look strange, but there's really a simple explanation. We are part of the Starfire Band, and we're playing here tonight. We were supposed to meet the owner here at 7:30 so that we could set up our gear and warm up. Well, we've been here over 15 minutes now, and no sign of the owner. We thought he might have arrived early and gone inside so we decided to bang on the door and see if we could get him to open up for us. But so far, no luck."

"I see, fellows," Earl replied. "Do you have any identification?"

Once again the tallest one responded. "As a matter of fact, sir, I happen to have a copy of the contract in my pocket. Here, let me show it to you."

Earl accepted the piece of paper and looked it over carefully. The contract listed the names of all the band members. Earl asked for identification from each of them to double check. Each name and address matched that on the contract. Satisfied that it was all an honest mistake, Earl explained to the group that they had set off a silent burglar alarm when they had jiggled the door. He suggested that they sit out front in their van to wait for the owner.

Earl got into the squad car and made some notes. He would need them later tonight when he wrote up his report. As he started down the street, Earl picked up the microphone from the police radio and called in to the station to "clear himself." This meant that he was ready to accept any new calls.

As he continued slowly down Braddock Road, Earl noticed a shiny red sedan that looked like it had been freshly painted. He pulled up and saw that it had out-of-state license tags. His intuition told him that this might be a stolen car and should be checked out. Earl picked up the microphone once again.

"Car 331. Please check for a 10-23 on a red sedan, Florida tags. The plate reads Adam-Frank-Zebra-seven-one-nine. Over."

The voice from the radio recited, "Car 331—that's Adam-Frank-Zebra-seven-one-nine. Over."

Earl had learned to be alert to suspicious circumstances—cars that looked out of place or vacant buildings with a light on. And he enjoyed the challenge of following up on his suspicions. His intuition was sharpened by the skills he had acquired in a criminal investigation course he had taken recently. Earl hoped to become a detective one day, and realized that the ability to conduct a thorough investigation was a "must."

Earl continued on his way, knowing that the dispatcher handling the radio calls would now feed that license tag number into a national computer network. Anytime he wanted to find out if an item was stolen or if a person was wanted by authorities elsewhere, he relayed a message to the computer, and in a matter of minutes he got a reply.

He passed through the business district and decided to check the alley behind the Oakview apartment complex, a spot where abandoned cars often were left. Tonight Earl was searching for a green 1970 station wagon, license number EWE722, that had been reported missing earlier that afternoon. Earl had found out about the missing car by reading Officer Rejonis' report. She was the officer who had been patrolling the same beat earlier that day. Earl made it a habit to skim through the reports directly after roll call.

"No luck tonight," Earl thought as he drove through the alley. He spotted some children playing catch. As he approached them, he smiled and waved. "Nice evening to be outside, isn't it?" he said as he drove slowly by.

Earl knew how important it was for a patrol officer to talk to the people on his beat—especially the children. This practice established a friendly and helpful image of police officers in the minds of the public. Being a naturally outgoing person, Earl handled this aspect of the job quite well. Also, he had taken courses in speech and psychology at the university. Earl had known then that he wanted to be a police officer; he had majored in law enforcement.

When he first joined the force, about 4 years ago, Earl had learned even more about communicating effectively. He had been taught how to phrase a question or command, how to calm a lost child, and how to get information from a badly frightened crime victim. Along with the other "rookies", Earl had taken courses on communications and public relations at the police academy. In those 6 months of full-time study, they also covered

criminal law, civil law, accident investigation, self-defense, patrol techniques and safe driving, first aid, handling of firearms, and how to deal with emergencies.

Earl turned back onto the main street and heard a voice crackle over the radio, "Car 331. That's a negative on the 10–23 for the red sedan, Adam-Frank-Zebra-seven-one-nine. Over."

"331. Over," Earl replied. He glanced at his watch, noticed it was almost 8:30 p.m., and decided to head over to the Big T Diner and pick up a cup of coffee and a hamburger.

As he pulled into the parking lot of the Big T Diner, Earl spotted a car parked in the fire lane, blocking a row of legally parked cars. "Giving out traffic tickets is not my favorite job, but when it comes to glaring violations I have no choice," muttered Earl as he wrote out the ticket. Then he picked up his walkie-talkie, placed it in his belt, and walked over to the fire lane. Earl always carried his walkie-talkie with him when he left the squad car. That way, he could communicate with the station and listen for incoming calls wherever he went. He secured the ticket to the windshield of the car, then headed up the front steps of the Big T. Before he had opened the door, however, another call came in.

"Car 331. There's been a complaint by the neighbors about some noise and loud music at 9820 Britton Avenue. Over."

"Guess that coffee will have to wait," Earl thought. He picked up the walkie-talkie and replied, "331. Over."

Earl drove quickly but carefully to Britton Avenue. He didn't use his lights or siren. The sound of rock-and-roll music guided him to the correct house. In the backyard were two boys and a girl, about 14 or 15 years old, on skateboards. They had set up a large ramp and were skateboarding across the lawn and over the ramp.

"Hi. Anything wrong?" one of the boys said.

The other boy quickly broke in. "I bet it's that grouchy Mr. Benson complaining again."

Earl smiled and answered, "You're right. There was a call about the noise and the music."

With a sullen look, the boy continued, "I don't understand why Mr. Benson always ruins our good time."

"In my line of work, you need all the friends you can get."

"The problem is that Mr. Benson's idea of a good time is a quiet summer evening," Earl lightheartedly replied. "He probably feels that you are ruining his good time." Earl thought for a moment and then continued, "Why don't you set the radio outside on the porch? That way, you can still listen to the music, but you won't have to turn it up so loud."

"Okay, but I just don't think it's fair ..." the boy complained.

"It's not that bad, Kevin," the girl interrupted. "We can still have a good time. By the way, would you like to try a run on my skateboard, officer? It's really not as hard as it looks."

"I don't think so," Earl chuckled. As he turned to leave, he said, "Have fun, kids, but try to keep it down a bit. Even though you may think Mr. Benson is a sourpuss, he has a right to his peace and quiet."

Back in the patrol car, Earl radioed to the station to clear himself. He stretched and thought, "With a little luck, I'll be able to grab that coffee and hamburger now."

Exploring

Police officers uphold and enforce the law. They must have a deeply ingrained respect for law and order.

- Do you think it's important to obey the law even though you don't agree with it?
- Do you think it's important to be honest?
- Do you disapprove of cheating on exams or homework?
- Are you comfortable with the idea of people looking to you as an example?
- Are you conscious of your public responsibility when you are elected to the student council, chosen to be yearbook or newspaper editor, or asked to chair a club or committee?

"Most people don't intentionally violate traffic laws," says Earl. "They are just careless."

Police officers spend much of their time educating the public about safety precautions.

- Do you obey traffic regulations when you cross a street or ride your bicycle?
- Do you have reflectors on your bicycle for riding at night?
- Do you check for oncoming traffic when you cross the street?
- Are you careful not to swim alone?
- Do you follow the instructions on the label when you use electric appliances?

Police officers must be able to think quickly and make decisions under pressure. They need excellent judgment to deal with such emergencies as a family quarrel, a highway accident, or a bank robbery.

- Could you keep calm and get help right away if your kitchen caught fire?
- Would you know what to do if an infant got hurt or stopped breathing while you were babysitting?
- Would you act sensibly if your brother or sister swallowed poison?
- Would you know what to do if a friend injured himself or herself on the playground?

Police officers must be observant in order to recount details about people and events later on.

- When you are introduced to strangers, do you remember their names?
- Can you recall identifying characteristics about your friends—birthmarks, scars, eye color, hair color, height, and weight?
- Can you tell when a car needs a tune-up?
- Do you notice minor changes in television, radio, or stereo reception?
- Do you notice it when a movie reel is changed?
- Do you enjoy identifying trees, leaves, or birds?
- Are you a collector? Do you like to collect stamps, coins, or sea shells, for example?
- Can you tell if something is missing from your room?
- Can you find a place on a road map quickly?

Police officers must be good at communicating effectively in different kinds of situations.

- Can you strike up a conversation easily?
- Can you talk to a child without talking down to him or her?
- After listening to a friend, are you good at putting his or her situation into words?
- Do you usually express yourself clearly?
- Are you good at speaking in front of a group?

Police officers must be good at giving orders, but they must be able to take orders as well.

- Are you good at supervising younger children?
- Have you ever been a camp counselor?
- Do you do what your parents or teachers ask without getting angry?
- Can you judge how far you can go when arguing with a teacher over a grade or with a class adviser over a yearbook picture?

Police officers must keep accurate records.

- Do you keep good records when you're a club treasurer or secretary?
- Do people ask you to keep score in bowling or other activities?
- Are you good at taking the minutes at a meeting?
- Are you conscientious when you take notes in class?

Police officers must be in top physical condition and have stamina to handle both emergencies and the ordinary demands of the job.

- Do you enjoy strenuous activities such as dancing, hiking, climbing, backpacking, running, jogging, swimming, and skiing?
- Do you participate in sports at school?
- Do you like being active?

Suggested Activities

Many communities have a "Ride-Along" program in which you ride with a police officer for an evening. Call your local police department and ask for the officer in charge of community relations to find out whether there is a "Ride-Along" program where you live. If not, an informal ride with an officer might be possible.

Ask your teacher to arrange a class tour of your local police department. If you are in Washington, D.C., visit the FBI.

Invite a police officer to talk to your class about his or her job. Ask the speaker to explain the training and personal qualifications needed to join the police force in your community. Prepare questions in advance.

Invite a lawyer to speak to your class about our system of criminal justice and the way it works. What is the

role of the police? Lawyers? The courts? Prisons and reformatories?

What "constitutional rights" must people be informed of when they are arrested? Prepare a report on this subject for a social studies class. The school library is a good place to start. And get in touch with your local police department to see what information they can provide.

Go to court and watch a trial. Report to your social studies class on the things you observed. You might describe a lawyer examining a witness, a cross examination, a jury reporting its verdict, or a judge pronouncing a sentence.

Role-play a situation that a police officer might face—a motorist going too fast, for example, or a shopper suspected of shoplifting.

Volunteer at a halfway house or a juvenile home. You might help organize recreation and games, do tutoring, handle clerical duties, teach arts and crafts or music, or accompany a group on special trips. For more information on places in your community that need volunteers, contact your local voluntary action center.

Learn how to take fingerprints. Why is fingerprinting so important in police work?

Role-play a police artist drawing a criminal suspect from the description given by an eyewitness.

Join an Explorer Post in Law Enforcement, Emergency First Aid, Emergency Service, or Search and Rescue. Exploring is open to young men and women aged 14 through 20. To find out about Explorer posts in your area, call "Boy Scouts of America" listed in your phone book, and ask for the "Exploring Division."

If you are a Boy Scout, try for merit badges in Citizenship in the Community, Emergency Preparedness, Fingerprinting, First Aid, Law, Personal Fitness, Public Speaking, and Safety.

If you are a Girl Scout, see if your local troop has the From Dreams to Reality program of career exploration. Troops also may offer opportunities to try out careers through internships, service aide, and community action projects.

Write for information about a career as a police officer to the International Association of Chiefs of Police, 11 Firstfield Road, Gaithersburg, Maryland 20760.

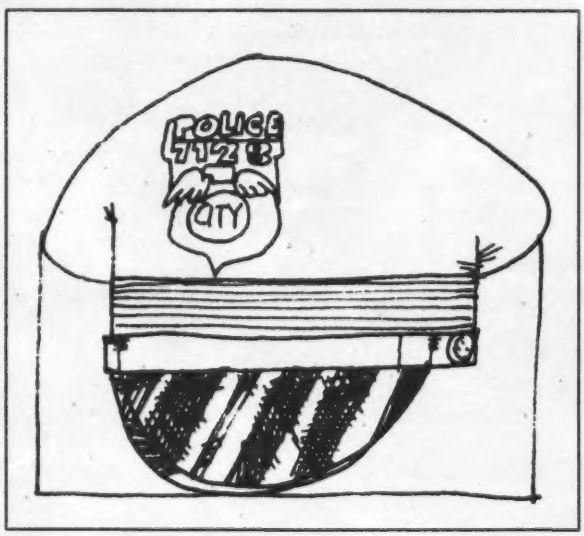
Related Occupations

Patrolling a beat is only one of the many types of jobs a police officer may have. The jobs of 10 other people concerned with law enforcement are hidden below. See if you can break the code and figure them out. You can start by using this hint:

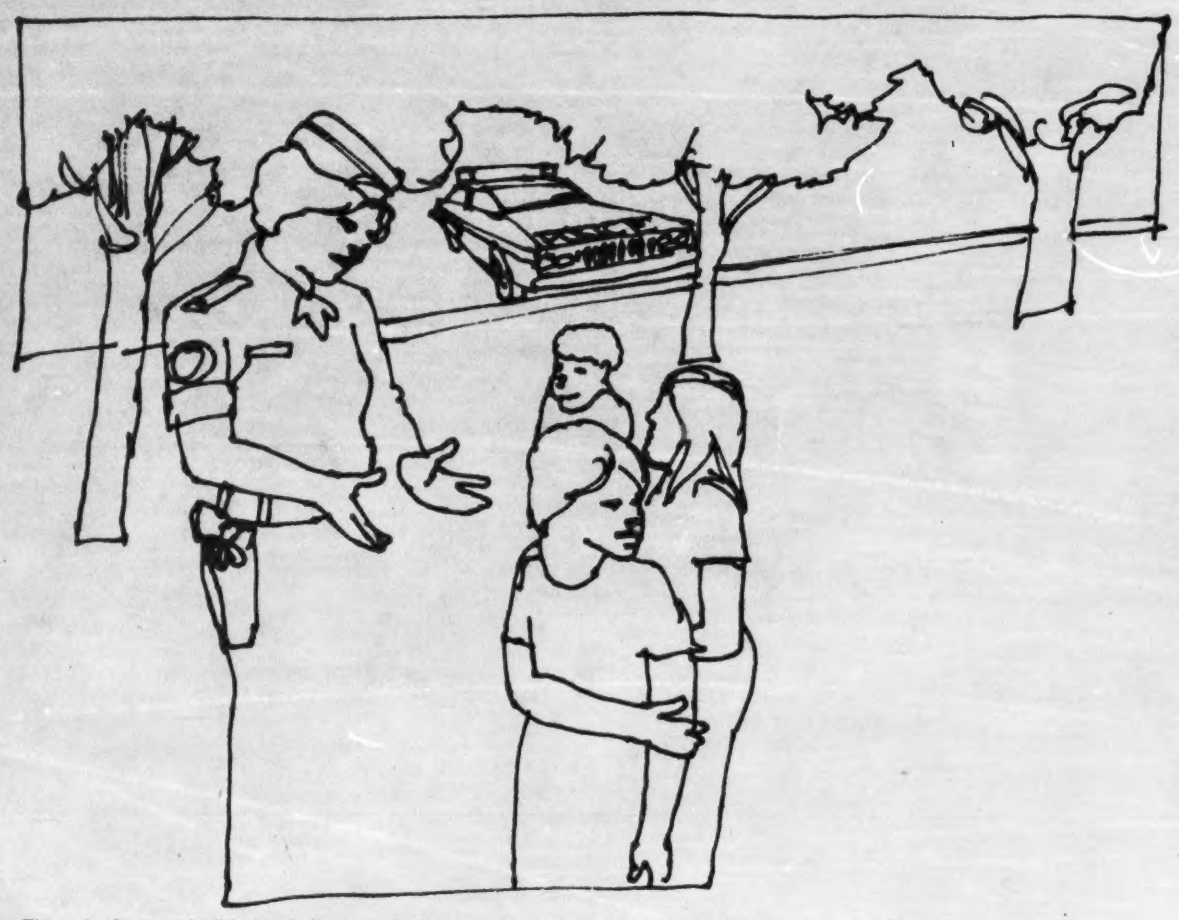
B = A	P = O
F = E	V = U
J = I	Z = Y

1. EFUFDUJWF
2. QPMJDF QIPUPHSBQIFS
3. GCJ TQFDJBM BHFOU
4. TIFSJGG
5. QSPCBUJPO PGGJDFS
6. TUBUF QPMJDF USPPQFS
7. QPMJDF DIJFG
8. DPNNVOJUZ SFMBUJPOT PGGJDFS
9. QPMJDF BDBEFNZ JOTUSVDUPS
10. GJOHFSQSJOU TQFDJBMJTU

See answers at end of the chapter.



Job Facts



There isn't room in this book for a story about every service occupation. However, you'll find some important facts about 27 of these occupations in the following section. If you want additional information about any of them, you might begin by consulting the Department of Labor's *Occupational Outlook Handbook*, which should be available in your school or public library.

Occupation	*Nature and Places of Work*	*Training and Qualifications*	*Other Information*
CLEANING OCCUPATIONS			
Building Service Workers	These workers keep office buildings, factories, schools, hospitals, apartment buildings, and stores clean and in good condition.	Most are trained on the job. A high school diploma is not required as a rule, but workers should know simple arithmetic and read well enough to follow written instructions. High school shop courses are helpful because minor plumbing or carpentry work may be a part of the job.	Because most buildings are cleaned while they are empty, these workers often work evening hours. They spend most of their time on their feet.

Occupation	*Nature and Places of Work*	*Training and Qualifications*	*Other Information*
Pest Controllers	Professional pest controllers protect our health and property by exterminating rats, mice, and insects. Most work in major metropolitan areas for firms that specialize in this service. Jobs also are available with the government, Armed Forces, and food processors.	Beginners are trained on the job by watching and helping experienced workers. Many large firms provide classroom training too. Employers prefer trainees who are high school graduates, have safe driving records, and are in good health. Because these workers deal with customers, employers look for applicants who are courteous and well-groomed. High school courses in chemistry and business arithmetic provide a good background. Almost all States require pest controllers to pass a written test demonstrating their knowledge of pesticides.	Pest controllers work both indoors and outdoors in all kinds of weather. They often have to carry equipment and materials.
FOOD SERVICE OCCUPATIONS			
Bartenders	Bartenders serve cocktails, wine, beer, and nonalcoholic drinks. They often are asked to mix drinks to suit a customer's taste. They work in bars, restaurants, resorts, cocktail lounges, hotel and motel dining rooms, and private clubs.	Bartenders should be pleasant and look neat because they deal with the public. Generally, bartenders must be at least 21 years old. Most learn their trade on the job. Experience as a bartender's helper, dining room attendant, waiter or waitress is good training. Some private schools offer short courses in bartending that include instruction on local regulations, cocktail recipes, attire and conduct, and stocking a bar.	Bartenders often work nights or weekends. There are many part-time bartending opportunities. Some bartenders are union members.

Service Occupations

Occupation	*Nature and Places of Work*	*Training and Qualifications*	*Other Information*
Cooks and Chefs	A cook's job depends partly on the establishment he or she works in. A small restaurant, for example, usually has a limited menu and one cook prepares all of the food. Larger restaurants usually have a variety of foods on the menu, and the cooks usually specialize in one or a few dishes. Head cooks or chefs coordinate the work of the kitchen staff and direct food preparation. They often plan menus and buy food supplies. Cooks work in restaurants, cafeterias, hotel and motel dining rooms, private clubs, schools, hospitals, department stores, government agencies, and private homes.	Cooks and chefs work with people in a team relationship, and must be able to work under pressure in busy periods and in close quarters. A high school diploma is not required for most beginning jobs; it is recommended, however, for those planning a career in this field. Most cooks acquire their skills on the job while employed as kitchen helpers, although it is becoming common for cooks to have high school or post-high school training in food preparation. Occasionally they are trained in apprenticeship programs offered by professional associations and trade unions. Some large hotels and restaurants conduct employee training programs. High school courses in business arithmetic and business administration are helpful in becoming a cook or chef.	Cooks and chefs may work over 40 hours per week. They often work nights, weekends, and holidays. While on the job, cooks and chefs must stand most of the time, and may have to lift heavy pots and pans. Many cooks and chefs are union members.
Dining Room Attendants and Dishwashers	Dining room attendants clear and reset tables, carry dirty dishes from the dining area to the kitchen, and clean up spilled food and broken dishes. Dishwashers pick up where the attendants leave off—with the dirty dishes. They operate machines that clean silverware and dishes. They may scrub large pots and pans by hand. Dining room attendants and dishwashers work in restaurants, cafeterias, hotel and motel dining rooms, private clubs, schools, hospitals, and department stores.	A high school education is not needed to qualify for jobs as dining room attendants and dishwashers. Many employers will hire applicants who do not speak English. These workers should have stamina because they stand most of the time, lift and carry trays, and work at a fast pace during busy periods.	Dining room attendants and dishwashers may have to work nights, weekends, and holidays. Many part-time opportunities are available. Some of these workers belong to unions.

Occupation	*Nature and Places of Work*	*Training and Qualifications*	*Other Information*
Food Counter Workers	Food counter workers take customers' orders, serve food and beverages, write out checks, and take payments. They work in coffee shops, sandwich shops, restaurants (especially carryout or fast-food restaurants), cafeterias, and schools.	Because counter workers deal with the public, a pleasant personality and neat appearance are important. Physical stamina also is needed, as these workers stand most of the time and must work fast during busy periods. There are no set educational requirements for food counter workers. Employers often hire high school students for these jobs. Most counter workers learn their skills on the job by observing and working with those more experienced.	Many part-time opportunities are available. Flexible schedules often allow students to fit their working hours around their classes. Weekend and holiday work often is required
Meatcutters	Meatcutters prepare meat, fish, and poultry. Their primary duty is to divide animal quarters and carcasses into steaks, roasts, chops, and other serving-sized portions. They work in food stores, meat markets, meatpacking plants, wholesale food outlets, and in large hotels and restaurants.	Manual dexterity, good depth perception, color discrimination, and good eye-hand coordination are important in cutting meat. Better-than-average strength is needed to lift heavy pieces of meat. Meatcutters usually learn their skills on the job. Some learn informally, but most are trained through apprenticeship programs. Apprenticeship generally takes 2–3 years, and consists of on-the-job training plus classroom work. After this time, apprentices must pass a test to demonstrate their expertise. A few meatcutters learn their skills by attending private schools specializing in this trade.	Meatcutters work in coldrooms designed to keep meat from spoiling. They must be careful when working with sharp tools. Most meatcutters are union members.

Service Occupations

Occupation	*Nature and Places of Work*	*Training and Qualifications*	*Other Information*
Waiters and Waitresses	Waiters and waitresses take customers' orders, serve food and beverages, write out checks, and sometimes take payments. They also may set up and clear tables and carry dirty dishes to the kitchen. They work in restaurants, cafeterias, hotel and motel dining rooms, private clubs, schools, hospitals, department stores, government agencies, and private homes.	Because waiters and waitresses are in close and constant contact with the public, a neat appearance and an even disposition are important. Physical stamina also is important, as these workers are on their feet most of the time. Most waiters and waitresses pick up their skills on the job. Some may attend special training courses offered by some public and private schools, restaurant associations, and some restaurant chains. Business arithmetic provides a helpful background, and knowledge of a foreign language may be useful in some restaurants.	Many part-time opportunities are available for waiters and waitresses. They may have to work evenings, weekends, or holidays. Some waiters and waitresses belong to unions.
HOTEL OCCUPATIONS			
Bellhops and Bell Captains	Bellhops carry baggage for hotel and motel guests and escort them to their rooms on arrival. They also may offer information or run errands for guests. Bell captains supervise bellhops. They plan work assignments, record the hours each bellhop is on duty, and train new employees. Bellhops and bell captains work in hotels and motels throughout the country.	Because bellhops have frequent contact with guests, they must be neat, tactful, and courteous. A knowledge of the local area is an asset because guests often ask about local tourist attractions, restaurants, and transportation services. Bellhops must be able to stand for long periods, carry heavy baggage, and work independently. No specific educational requirements exist for bellhops, although high school graduation improves the chances for promotion. They usually are trained on the job.	Bellhops may have to work nights, weekends, or holidays. Some bellhops are union members.
Hotel Clerks	Hotels and motels employ clerks to handle room reservations, greet guests, issue keys, and collect payments. Every hotel and motel, from the smallest out-of-the-way motor inn to the largest, fanciest red-carpet establishment, employs clerks at its front desk.	Neatness, a courteous and friendly manner, and a desire to help people are all important for clerks. In large hotels with many foreign guests, the ability to speak a foreign language may be helpful. Workers usually are trained on the job. Employers prefer high school graduates with some clerical aptitude. Often a knowledge of bookkeeping is desirable.	Large hotels usually have several clerks to perform different jobs, such as assigning rooms, keeping records, or making reservations. In small hotels and in many motels, a single clerk may do all these jobs. Some clerks are union members.

Occupation	*Nature and Places of Work*	*Training and Qualifications*	*Other Information*
Hotel Housekeepers and Assistants	Hotel housekeepers are responsible for keeping hotels and motels clean and attractive and providing guests with the necessary furnishings and supplies. They hire, train, and supervise the housekeeping staff. Hotel housekeepers work in hotels and motels across the country. In small or medium-sized hotels, they not only supervise the staff, but do some of the housekeeping themselves. In large hotels, their jobs are primarily administrative.	Executive housekeepers should be good at planning and organizing work, and must be able to get along well with people—especially those they supervise. Housekeepers also should like to work independently and be able to keep records. Although there are no set educational requirements, high school education usually is preferred. Experience or training in housekeeping is helpful in getting a job. Courses in housekeeping are offered by colleges with programs in hotel administration, trade schools and technical institutes, and home study (or correspondence) schools.	Many temporary positions exist in resort hotels and motels that are only open for part of the year. Hotel housekeepers may have to work shifts, including nights and weekends. Some housekeepers belong to unions.
Hotel Managers and Assistants	Hotel managers are responsible for operating their establishments profitably and for satisfying guests. They determine room rates, direct the operation of the kitchen and dining rooms, and manage the housekeeping, accounting, and maintenance departments of the hotel. These managers work in hotels and motels across the country. Over a third of all hotel and motel managers are self-employed.	Managers should have initiative, self-discipline, and the ability to organize work and direct others. They must be able to concentrate on details and solve problems. Although employers increasingly prefer college graduates, especially of hotel management programs, an applicant's work experience is the most important consideration in getting a job. Courses in hotel management are available at a number of 4-year universities, as well as many junior colleges and technical institutes throughout the country. Some large hotels have special on-the-job management trainee programs.	In small hotels and many motels, a manager's work is less specialized and may include clerical and front desk work. Some managers are union members.

Service Occupations

Occupation	*Nature and Places of Work*	*Training and Qualifications*	*Other Information*
PERSONAL SERVICE OCCUPATIONS			
Barbers	Barbers cut and style hair to suit each customer's taste and may color or straighten hair and fit hairpieces. Most barbers offer hair and scalp treatments, shaves, facial massages, and shampoos. Most work in barbershops. Some barbers work in "unisex" salons; a few work for government agencies, in hotels, air and railroad terminals, and department stores.	Dealing with customers takes patience and a better-than-average disposition. Good health and stamina are important because barbers stand a great deal and work with both hands at shoulder level—a position that can be tiring. All States require barbers to be licensed. Generally, beginners must have graduated from a State-approved barber school, have completed the eighth grade, pass a physical exam, and be at least 16 years old. Barbering is taught in public vocational schools and in private trade schools. Programs usually include classroom study, demonstrations, and practical work.	Barbers' earnings often include tips. Most work over 40 hours per week, with lunch hours and Saturdays generally very busy. Many barbers are union members.
Cosmetologists	Cosmetologists shampoo, cut and style hair, and advise customers on how to care for their hair. They also give permanents and lighten or darken hair color. Most cosmetologists work in beauty salons. Some work in "unisex" shops, barber styling shops, or department stores. Others work in hospitals, nursing homes, and hotels.	Those who want to become cosmetologists should have finger dexterity, a sense of form and artistry, and the physical stamina to stand for long periods of time. They should enjoy dealing with the public, and be able to follow customers' instructions. All States require cosmetologists to be licensed. Generally, beginners must have graduated from an approved cosmetology school, have completed the 10th grade, pass a physical exam, and be at least 16 years old. Instruction is offered in public and private vocational schools, both in daytime and at night. Programs usually include classroom study, demonstrations, and practical work.	Cosmetologists' earnings often include tips. Most work over 40 hours per week, with lunch time and Saturdays generally very busy. Many cosmetologists are union members.

Occupation	*Nature and Places of Work*	*Training and Qualifications*	*Other Information*
Funeral Directors and Embalmers	Funeral directors help make the personal and business arrangements necessary for the service and burial of the deceased. Embalmers prepare the body for viewing and burial. Funeral directors and embalmers work in funeral homes, morgues, hospitals, and mortuary schools.	Important personal traits for funeral directors are composure, tact, and the ability to communicate easily with the public. They also should have the desire and ability to comfort people in their time of sorrow. A license is needed to practice embalming. Although licensing standards vary by State, an embalmer generally must be 21 years old, have a high school diploma, graduate from a mortuary science school, serve an apprenticeship, and pass the State board exam. Most States also require funeral directors to be licensed. Requirements are similar to embalmers, but directors have special apprenticeship training and board exams. Most people obtain both licenses. High school courses in biology, chemistry, and speech provide a good background for a career in this field.	In large funeral homes, employees usually have a regular schedule. Occasionally overtime or evening work may be necessary.
PRIVATE HOUSEHOLD OCCUPATIONS			
Private Household Workers	Private household workers may help care for children, clean and maintain the house and yard, and cook and serve meals. They work in private homes throughout the country.	Private household workers must have physical stamina because they are on their feet most of the time. The desire to do a job carefully and thoroughly is important. Household workers should be able to get along well with people and be able to work independently. For most household jobs, no formal education is required. Instead, the abilities to cook, sew, wash and iron, clean house, and care for children are important. Home economics courses are helpful.	Sometimes these workers live in the home of their employer. Many household workers use their skills and experience to transfer to jobs in child care or day care facilities, or take jobs as kitchen workers or building service workers.

Service Occupations

Occupation	*Nature and Places of Work*	*Training and Qualifications*	*Other Information*
PROTECTIVE SERVICE OCCUPATIONS			
Correction Officers	Correction officers are responsible for the safekeeping of persons who have been arrested, are awaiting trial, or who have been tried and convicted of a crime and sentenced to serve time in a correctional institution. Their work involves maintaining order and enforcing rules in the institution, and often counseling inmates. Most of these officers work for State and local governments, often in correctional institutions in or near metropolitan areas.	Correction officers should be in good health. Most penal systems require officers to be at least 21 years old and have a high school education. In addition, many States have height, weight, vision, and hearing standards. Strength, good judgment, and the ability to think and act quickly are important. The Federal Government, as well as almost every State, provides training programs. They are generally informal and include classroom instruction as well as on-the-job experience.	Correction officers usually work a 40-hour week. Since security must be provided around the clock, some officers must work nights, weekends, and holidays.
FBI Special Agents	FBI special agents investigate violations of Federal laws in connection with bank robberies, kidnappings, white-collar crimes, thefts of government property, organized crime, espionage, and sabotage. Most agents are assigned to the FBI's 59 field offices located throughout the United States and Puerto Rico. Some work at headquarters—in Washington, D.C.	To be considered for appointment as an FBI special agent, applicants usually must be law school graduates or college graduates with an accounting degree. They must be between the ages of 23 and 35 when applying. Also, they must pass a rigid physical exam, as well as oral and written exams testing their aptitudes for meeting the public and conducting investigations.	Agents are subject to call 24 hours a day and must be available for assignment at all times. Some travel is necessary. They often work more than 40 hours per week.

Occupation	*Nature and Places of Work*	*Training and Qualifications*	*Other Information*
Firefighters	Firefighters put out fires. They also educate the public about fire prevention and check buildings for hazards. They work in municipal fire departments all over the country.	Firefighters need mental alertness, courage, endurance, mechanical aptitude, and a sense of public service. Initiative and good judgment are extremely important because firefighters often make quick decisions in emergencies. Members of crews should be dependable and able to get along well with each other. Applicants for firefighting jobs must pass a written test, a medical exam, and tests of strength, physical stamina, and agility, as specified by local regulations. They must be at least 18 years old, meet certain height and weight requirements, and have a high school education. Experience as a volunteer firefighter or training in the Armed Forces is helpful. Many fire departments have training programs for new workers. These include classroom study and practice drills.	Usually firefighters work shifts, often more than 40 hours per week. They may have to work overtime when fighting fires. Most firefighters are union members.
Guards	Guards patrol and inspect property to protect it against fire, theft, vandalism, and illegal entry. Most guards work in office buildings, government installations and buildings, stores, hotels, banks, schools, and manufacturing plants. Most jobs are located in cities and industrial areas.	Applicants should be in good health, have good character references, and good personal habits such as neatness and dependability. They should be mentally alert and emotionally stable. Most employers prefer high school graduates. Experience in the military police or in the local police department is helpful. Many employers provide on-the-job training in areas such as the use of firearms, first aid, and how to handle emergencies.	About two-thirds of all guards work at night. Often guards work alone.

Service Occupations

Occupation	*Nature and Places of Work*	*Training and Qualifications*	*Other Information*
Police Officers	Police officers enforce laws to protect citizens and property. The job can include a variety of duties including controlling traffic, investigating crime, and public relations. Officers work for local police departments in cities and towns throughout the country.	Personal characteristics such as honesty, good judgment, and a sense of responsibility are especially important for police officers. They should enjoy working with people and serving the public. Candidates for police officers must be 21 years old, be U.S. citizens, and meet certain height and weight standards. They may have to pass a physical exam, including tests of strength and agility. Usually high school graduation is required; some areas prefer college graduates. Most police departments provide training for new workers. This includes classroom study as well as supervised work experience.	The scheduled workweek for officers usually is 40 hours and may include nights, weekends, or holidays. Officers are subject to call anytime their services are needed.
State Police Officers	State police officers patrol the highways and enforce the laws and regulations of our roads. They also provide assistance to motorists when necessary. They work for State police forces in every State except Hawaii.	Honesty, good judgment, and a sense of responsibility are all important for these officers. Often, tests of strength and agility are required. Those who want to be State police officers should be able to work independently and willing to serve the public. All officers must be U.S. citizens. Most States require applicants to be at least 21 and have a high school education. Officers must meet physical requirements, such as height, weight, and eyesight. All recruits enter a formal on-the-job training program which lasts several months.	Usually State police officers work shifts, with some on duty nights, weekends, and holidays. They are subject to emergency calls at any time.
Construction Inspectors	Federal, State, and local construction inspectors insure that recognized standards are met in all types of construction. The structures they inspect include buildings, bridges, dams, sewer systems, and streets. Over three-fourths work for municipal or county building departments.	Applicants should have a high school diploma. In addition, several years of experience as a construction contractor, supervisor, or craft worker generally are required because these workers need a thorough knowledge of construction materials and practices. Newcomers are trained on the job by working with experienced inspectors. High school courses in drafting, math, and English are helpful.	Construction inspectors often spend a large portion of time traveling between worksites. Usually an automobile is furnished for their use. They are exposed to all types of weather.

Occupation	*Nature and Places of Work*	*Training and Qualifications*	*Other Information*
Health and Regulatory Inspectors	Health and regulatory inspectors help protect the public from health and safety hazards, and help stop unfair trade and employment practices. Nearly two-thirds work for the Federal Government, although State and local governments employ many of these inspectors.	People who want to become health and regulatory inspectors should be able to accept responsibility and like detailed work. They should be neat and be able to express themselves well orally and in writing. Because inspectors perform such a wide range of duties, the qualifications vary. Most inspectors must have experience in a field related to the area in which they will work. Often a bachelor's degree may be substituted for the experience. Specialized knowledge and skills are learned on the job in many cases.	Many inspectors travel frequently and are usually furnished with an automobile. At times working conditions may be unfavorable and hours may be long and irregular.
Occupational Safety and Health Workers	Occupational safety and health workers in a number of different occupations strive to control occupational accidents and diseases, property losses, and injuries from unsafe products. They work at a variety of jobsites, including industrial, manufacturing, and commercial plants; mines; in laboratories; for property and liability insurance companies, and for goverment agencies.	Occupational safety and health workers must be able to communicate well and motivate others. They should be able to adapt quickly to different situations. In this field, a bachelor's degree in science or engineering is the minimum requirement for beginning professionals. A graduate degree in occupational safety or health is an asset. Employers attach great importance to prior work experience in the field. For jobs at the technician level, completion of a 2-year associate degree in an appropriate curriculum plus relevant work experience provide a good background.	Depending on the specific job and geographic location, travel may be required. For example, a plant safety engineer may travel only to conferences, while an insurance consultant may spend about half the time traveling between worksites.
OTHER SERVICE OCCUPATIONS			
Mail Carriers	Mail carriers travel planned routes delivering and collecting mail. They often spend a few hours at the post office each day, arranging their mail for delivery and taking care of other details. Their route may be a single office building or many miles of country roads.	Mail carriers much be at least 18 years old and pass a written exam that tests clerical accuracy, the ability to read, do simple arithmetic, and memorize mail distribution systems. They also may have to pass a driver's test, if the job involves driving. Applicants also must pass a physical exam, and may be asked to show that they can lift and handle heavy mail sacks. Carriers are trained on the job. They may begin as part-time workers, and get regular positons as openings occur.	Most carriers begin work early in the morning. They spend most of their time outdoors, in all kinds of weather. Generally, they are free to work at their own pace as long as they get the job done. Many of these workers are union members.

Occupation	*Nature and Places of Work*	*Training and Qualifications*	*Other Information*
Telephone Operators	Providing service to those who need it when making phone calls is the job of telephone operators. This includes those operators who work in telephone company central offices, as well as those who work for private businesses and run private branch exchange (PBX) switchboards. More than half of all operators are employed as PBX operators in manufacturing plants, hospitals, department stores, and businesses. The remainder work for telephone companies.	Those interested in becoming telephone operators should have a clear and pleasing voice, good hearing, and not mind sitting at a switchboard for long periods. Most operators receive on-the-job training to become familiar with equipment, records, and work activities. After about 1 to 3 weeks of instruction, they are assigned to regular operator jobs. High school courses in speech, office practices, and business math provide a good background.	Operators sometimes work shifts that include evenings, weekends, or holidays. The pace may be hectic during peak periods in the late morning and late afternoons. Many telephone operators are union members.

Answers to Related Occupations

CHEF

			C	A	F	E	T	E	R	I	A	C	O	O	K				
B	R	O	I	L	E	R	C	O	O	K									
A	A		E						A										D
N		K	X				P	A	S	T	R	Y	C	H	E	F			E
Q			E						T							R			S
U			C	R					C		K				R	Y			S
E			U					F	O	O				E		C	H		E
T			T				E		O				K			O			R
C			I			H		C	K			A			R	O			T
H			W		C		P				M			T		K			C
E			E	E		U				D			O						O
F			C		O				A			R							O
		U	H	S				L			D								K
	A	V	E	G	E	T	A	B	L	E	C	O	O	K					
S			F			S			R										
					S	P	E	C	I	A	L	T	Y	C	O	O	K		
						K	O	O	C	E	U	C	E	B	R	A	B		
					S	O	U	S	C	H	E	F							
					K							C	A	T	E	R	E	R	

BUILDING SERVICE WORKER

1. Housekeeper, 2. Gardener, 3. Private household worker, 4. Boiler tender, 5. Painter, 6. Pest controller, 7. Maintenance electrician, 8. Trash collector, 9. Floor waxer, 10. Janitor, 11. Building superintendent, 12. Window cleaner.

HOTEL CLERK

T		C	U	S	T	O	M	E	R	C	O	M	P	L	A	I	N	T	C	L	E	R	K					
O																		I										
U																		C										
R	E	C	E	P	T	I	O	N	I	S	T							K						R			I	
G	K																	E						E			N	
U	R							T	N	E	G	A	L	E	V	A	R	T						H			F	
I	E																	A						S			O	
D	L																	G						U			R	
E	C																	E						R			M	
	N																	N						E			A	
	O									T	N	A	D	N	E	T	T	A	T	H	G	I	L	F		T			
S	I	G	H	T	S	E	E	I	N	G	G	U	I	D	E									A			I	
	T																							E			O	
P	A	S	S	E	N	G	E	R	T	R	A	I	N	C	O	N	D	U	C	T	O	R		H			M	
E	V	I	T	A	T	N	E	S	E	R	P	E	R	E	C	I	V	R	E	S	R	E	M	O	T	S	U	C	
	R																											L	
	E																											E	
	S																											R	
	E																											K	
	R																												

POLICE OFFICER

1. Detective, 2. Police photographer, 3. FBI special agent, 4. Sheriff, 5. Probation officer, 6. State police trooper, 7. Police chief, 8. Community relations officer, 9. Police academy instructor, 10. Fingerprint specialist.

Answers to math problems

CHEF

Cookbook problem.

a. 20 lbs. meat, 20 lbs. potatoes, 50 carrots, 10 onions, 10 teaspoons salt, 10 cups vegetables.
b. To feed 60 people, you must spend $43.90.
c. With a 25 percent discount, the cost will be $32.93.

Metric measurements.

1 teaspoon butter = approximately 2.5 grams
1 tablespoon salt = approximately 7.5 grams
1 cup flour = approximately 120 grams.

Occupational Outlook Handbook

One of the most widely used resources in the field of vocational guidance, the Handbook is an "encyclopedia of careers" covering several hundred occupations. A new edition is published every 2 years. The reader will find information on

- What the work is like
- Job prospects
- Personal qualifications
- Education and training requirements
- Earnings
- Related occupations
- Where to find additional information.

Contact any of the BLS Regional Offices listed inside the back cover for price and ordering information.

Occupational Outlook Quarterly

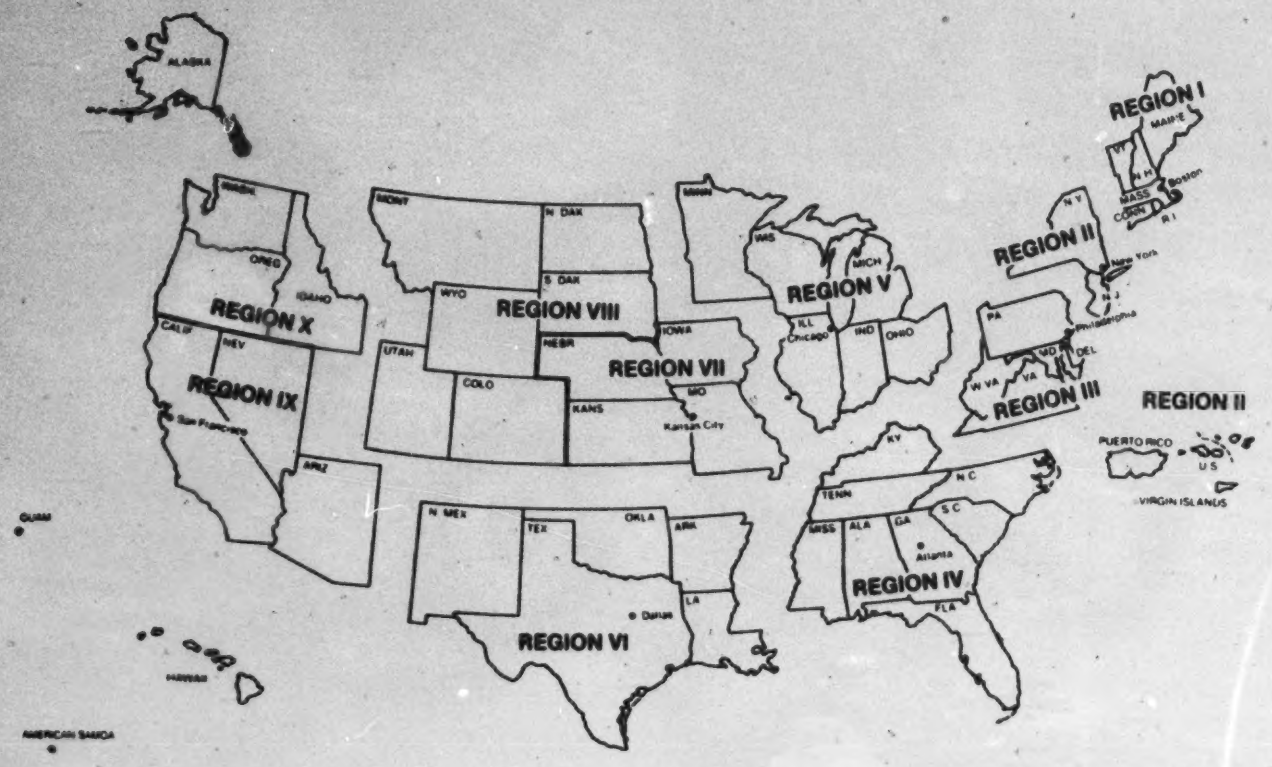
A periodical to help students, job seekers, counselors, and education planners keep up with occupational and employment developments. The Quarterly is written in nontechnical language and illustrated in color. Articles cover such topics as these:

- Job prospects for college graduates
- How to look for a job
- Matching personal and job characteristics

For sale by the Superintendent of Documents, U.S. Government Printing Office, Washington, D.C. 20402. Subscription price per year (4 issues) is $6 domestic, $7.50 foreign, single copy $1.75. Prices are subject to change.

☆ U.S. GOVERNMENT PRINTING OFFICE : 1980 O - 326-029 : QL 3

Bureau of Labor Statistics
Regional Offices



Region I
1603 JFK Federal Building
Government Center
Boston, Mass. 02203
Phone: (617) 223-6761

Region II
Suite 3400
1515 Broadway
New York, N.Y. 10036
Phone: (212) 944-3121

Region III
3535 Market Street
P.O. Box 13309
Philadelphia, Pa. 19101
Phone: (215) 596-1154

Region IV
1371 Peachtree Street, N.E.
Atlanta, Ga. 30309
Phone: (404) 881-4418

Region V
9th Floor
Federal Office Building
230 S. Dearborn Street
Chicago, Ill. 60604
Phone: (312) 353-1880

Region VI
Second Floor
555 Griffin Square Building
Dallas, Tex. 75202
Phone: (214) 767-6971

Regions VII and VIII
911 Walnut Street
Kansas City, Mo. 64106
Phone: (816) 374-2481

Regions IX and X
450 Golden Gate Avenue
Box 36017
San Francisco, Calif. 94102
Phone: (415) 556-4678